

Washington State Employers' Workforce Training Needs and Practices 2006

Survey Highlights

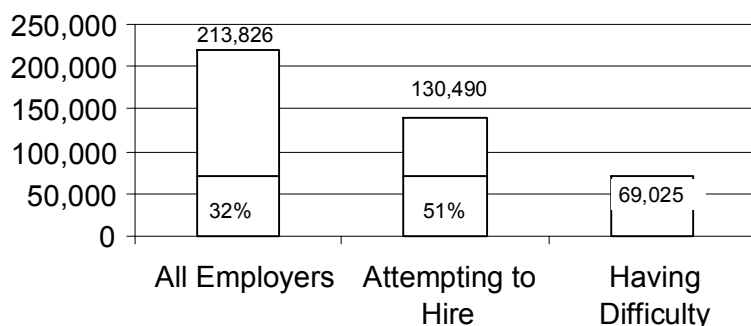
Roughly 2,100 Washington State employers responded to our survey during the summer and fall of 2005. We asked about their needs during the previous 12 months, a period when the state economy was performing well, producing tens of thousands of new jobs. What did we learn?

We learned that with the economic upswing, more employers had difficulty finding qualified job applicants.

- More employers reported hiring new employees compared to the previous survey conducted two years before during the economic recession. Sixty-one percent of firms reported hiring new employees in the last twelve months, compared with fifty-five percent in 2003.
- More employers reported difficulty filling these positions than did so during the previous survey. Among firms attempting to hire, 51 percent reported difficulty finding qualified job applicants, compared with 45 percent two years ago.
- Extrapolating from the survey results, an estimated 69,000 Washington employers—about one in every three—had difficulty finding qualified job applicants during the past year.

Figure 1

Washington State Employers, Those Attempting to Hire, and Those Having Difficulty Finding Qualified Applicants



As we have found in every biennial survey, the shortage is greatest for jobs requiring postsecondary training, but not a baccalaureate degree. (This finding is consistent with a labor market analysis conducted jointly by the Workforce Board, the State Board for Community and Technical Colleges, and the Higher Education Coordinating Board. They found a general shortage at the subbaccalaureate level, but a shortage only in certain fields at the BA/BS level. See www.wtb.wa.gov/Pubs/2005_Related_SEW-1.pdf)

- Nine percent of Washington employers, about nineteen thousand firms, had difficulty attempting to hire workers with a postsecondary vocational certificate. In contrast, about 13,700 firms—5 percent of employers—had difficulty hiring workers with a baccalaureate degree.

As we have found in every survey, employers most frequently had difficulty finding job applicants with specific occupational skills. The next most frequent area of difficulty was general workplace skills.

- Twenty-two percent of employers reported difficulty finding applicants with occupation-specific skills (e.g., they wanted to hire a registered nurse, but had trouble finding one).
- About 20 percent had difficulty finding applicants with problem-solving skills, positive work habits and attitudes, communication skills, or teamwork skills. Fewer employers had difficulty finding applicants with basic math (12 percent), writing (12 percent), or reading skills (7 percent).

We learned that this shortage is limiting economic growth; it reduces productivity, sales, and the quality of products and services.

- Seventeen percent of Washington employers reported that the difficulty finding qualified job applicants lowered output or sales, sixteen percent said it lowered productivity, and fourteen percent reported it reduced quality.

Background

Every two years, the Workforce Training and Education Coordinating Board (Workforce Board) surveys Washington State employers. The Workforce Board uses the survey responses to identify employers' workforce needs and practices and their satisfaction with workforce programs. The Board shares the information with policymakers and program administrators in order to improve the workforce development system's responsiveness to employer needs. This report summarizes the survey results. The survey information on employer satisfaction with the skills of program participants is published as part of a separate evaluation of the state's workforce programs, *Workforce Training Results*.

The Workforce Board administered the survey during the summer and fall of 2005. The Association of Washington Business assisted with a transmittal letter encouraging employers to respond. A total of 2,095 employers—17 percent—responded. The margin of error is 2.1 percent at the 95 percent confidence level. The sample was stratified by firm size, region of the state, and industry. Sample weights were used to make the reported statistics representative of all employers in the state.

Appendix A provides definitions of industry sectors and the distribution of survey responses by workforce development area, firm size, and industry. Appendix B contains the survey instrument, and Appendix C survey results by industry sector.

Figure 2

Distribution of Survey Responses by Industry Sector*

Industry	# of Responses
Agriculture and Food Processing	286
Construction	303
High-Tech	226
Manufacturing	354
Services	265
Trade	322
Other Finance, Insurance, and Real Estate (F.I.R.E); Transportation; Utilities; and Government	339
<i>All Industries</i>	2,095

**See Appendix, Figure A-4 for definitions of industry sectors*

Survey Responses

The following are the responses to the survey. In some cases, responses are compared with previous surveys.

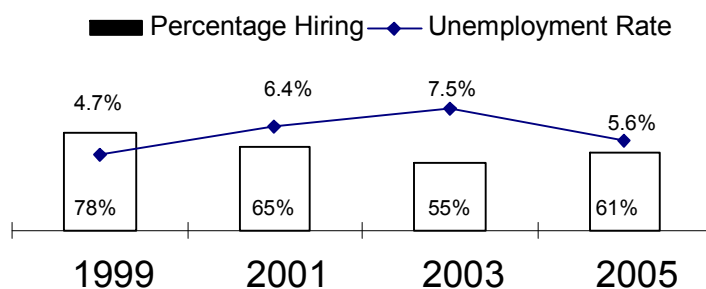
Number of employers who hired new employees

Question: Has your firm/organization hired any new employees in the last 12 months? (Q1 on survey)

- The most recent survey asked employers about their needs during a period when the state's economy was churning out new jobs. Not surprisingly, more firms reported hiring new employees compared to the previous survey conducted when the economy had not yet recovered from the recent recession. Sixty-one percent of firms reported hiring new employees in the last twelve months.

Figure 3

Employers Hiring and Washington's Unemployment Rate



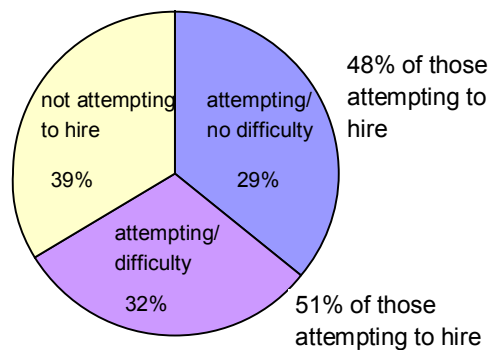
Scarcity of skilled job applicants

Question: In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill? (Q3 on survey)

- Among those firms attempting to hire workers during the last 12 months, 51 percent reported difficulty finding qualified job applicants, compared with 45 percent in 2003. An estimated 69,000 employers had difficulty finding qualified job applicants. As the economic recovery continues, the problem is likely to become even more intense.

Figure 4

Employers Attempting to Hire and Having Difficulty Finding Qualified Job Applicants



- The difficulty in finding qualified job applicants was most severe in the construction and agriculture/food processing industries and least severe in retail and wholesale trade.

Figure 5

Employers Attempting to Hire, Those Reporting Difficulty Finding Qualified Job Applicants by Industry Sector,*

Industry	2001	2003	2005
Agriculture and Food Processing	66%	44%	67%
Construction	48%	65%	71%
High-Tech	47%	54%	56%
Manufacturing	60%	49%	55%
Services	63%	38%	53%
Trade	58%	51%	42%
Other: F.I.R.E., Transportation, Utilities, and Government	61%	42%	56%
<i>All Industries</i>	60%	45%	51%

**See Appendix, Figure A-4 for definitions of industry sectors.*

- Employers in all parts of Washington State reported difficulty finding qualified applicants, but the highest incidences were in the North Central, Olympic, Southwest Washington, Tri-County, and Eastern Washington workforce development areas.¹ The shortage appeared least severe in the Benton-Franklin area.

Figure 6

**Employers Reporting Difficulty Finding
Qualified Job Applicants by Workforce Development
Area*, Among Those Attempting to Hire**

WDA	2001	2003	2005
Olympic	61%	56%	63%
Seattle-King County	71%	54%	49%
Eastern Washington Partnership	54%	53%	59%
Tri-County	51%	46%	60%
Northwest	43%	46%	48%
North Central	42%	45%	67%
Benton-Franklin	61%	44%	28%
Snohomish County	61%	42%	49%
Spokane Area	47%	41%	50%
Pacific Mountain	69%	38%	40%
Tacoma-Pierce County	54%	30%	50%
Southwest Washington	54%	28%	62%
<i>Statewide</i>	<i>60%</i>	<i>45%</i>	<i>51%</i>

**See Appendix, Figure A-4 for definitions of industry sectors.*

Economic costs of skill shortages

Question: How did your firm/organization respond to the difficulty finding qualified applicants?(Q4on survey)

- Faced with a shortage of qualified applicants, firms hired less qualified workers, increased recruiting, added overtime, and left openings unfilled. Among firms having difficulty, the responses to skill shortages were similar to those reported two years ago.

¹ Washington is divided into 12 workforce development areas; several areas include multiple counties. Eastern Washington includes Ferry, Stevens, Pend Oreille, Lincoln, Whitman, Walla Walla, Columbia, Garfield, and Asotin. North Central includes Okanogan, Chelan, Douglas, Grant, and Adams. Northwest includes Whatcom, Skagit, San Juan, and Island. Olympic includes Clallam, Jefferson, and Kitsap. Pacific Mountain includes Grays Harbor, Mason, Thurston, Lewis, and Pacific. Southwest Washington includes Wahkiakum, Cowlitz, Clark, and Skamania. Tri-County includes Kittitas, Yakima, and Klickitat. Seattle-King, Snohomish, Tacoma-Pierce, and Benton-Franklin are single or dual counties.

Figure 7

Employer Response to the Shortage of Qualified Applicants

Response	Among all Employers
Hired a less qualified applicant	18%
Increased recruiting efforts	15%
Increased overtime for employees	14%
Did not fill the opening	12%
Increased wages to attract applicants	8%
Outsourced work to another firm*	6%

**This does not necessarily involve outsourcing overseas; the other firms could be in Washington or another state.*

Question: Which of the following has resulted from your firm's difficulty in finding qualified applicants? (Q8 on survey)

- Employers believed skill shortages were hurting their businesses by limiting output or sales, lowering productivity, and reducing product quality. These are similar findings to previous surveys.

Figure 8

Economic Impacts of Skill Shortages

Response	Among all Employers
Reduced production output or sales	17%
Lowered overall productivity	16%
Reduced product or service quality	14%
Prevented firm from expanding its facilities	8%
Prevented firm from developing new products/services	6%
Caused firm to move some operations out of state	<1%

Difficulty finding applicants by level of education

Question: In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below? (Q6 on survey)

- As found in previous surveys, the shortage of job applicants with some postsecondary education or training but less than a baccalaureate degree affected more firms than were affected by shortages of other workers. An estimated 18,900 employers had difficulty finding applicants with vocational certificates and 17,800 employers had difficulty finding applicants

with vocational associate degrees. Over 22,000 employers had difficulty with one or the other of these vocational credentials.

- An estimated 13,700 employers had difficulty finding applicants with baccalaureate degrees.

Figure 9

Employer Difficulty Finding Applicants by Educational Level

Educational Level	Estimated # of Firms	Among All Employers
Neither a high school diploma or GED	4,700	2%
High school diploma or GED	14,100	7%
Some college course work	18,900	9%
Vocational certificate	18,900	9%
Vocational associate degree	17,800	9%
Academic associate degree	10,700	5%
Baccalaureate degree	13,700	5%
Master's degree	8,700	3%
Doctoral or professional degree	3,800	2%

Difficulty finding workers who have certain abilities and skills

Question: How much difficulty has your firm/organization had finding employees with the following skills? (Q7 on survey)

The recent survey, as others before it, found that:

- Firms had the most difficulty finding applicants with occupation-specific skills.
- Firms also found it difficult to find applicants with problem-solving skills, positive work habits and attitudes, communication skills, and teamwork skills.
- Fewer firms had difficulty in finding workers with the basic skills of reading, writing, and math.

Figure 10

Employers Reporting Difficulty Finding Qualified Applications With Specific Skills and Abilities

Type of Skill or Ability	Among all Employers
Occupation-specific skills	22%
Problem-solving or critical thinking skills	21%
Positive work habits and attitudes	20%
Communication skills	19%
Teamwork skills	18%
Ability to adapt to changes in duties and responsibilities	16%
Ability to accept supervision	16%
Computer skills	12%
Writing skills	12%
Math skills	12%
Reading skills	7%
English as a Second Language	5%

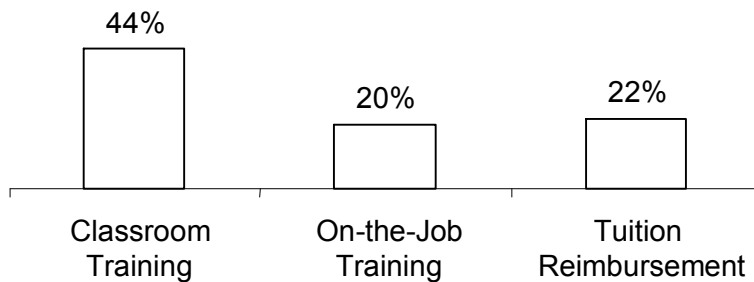
Employer-provided classroom training

Question: Did your firm/organization provide or pay for any classroom training, workshops, or seminars (lasting at least 4 hours) for any employees in the last 12 months? (Q12 on survey)

- A little fewer than half of firms (44 percent) provided or paid for some classroom training.
- There are three broad categories of classroom training—training in work place practices, basic skills training (reading, writing, math, and English language skills), and training in job-specific skills. Among the firms that provided classroom training, 88 percent provided such training in job-specific skills, 67 percent provided it for work place practices, and 19 percent provided it for basic skills.
- Twenty-nine percent of firms reported that the percentage of their workers who received classroom training increased during the past three years. Firms increased classroom training for a number of reasons—the most cited reasons were: the need to improve quality, changes in technology, in order to improve the morale and work habits of employees, new hires did not have the necessary skills, changes in the organization of work, and changes in products or services.
- Twenty-two percent of all employers provided tuition reimbursement to their employees. Among these employers, 40 percent restricted reimbursement to job-related training.
- The proportion receiving classroom training varied by occupation. It was especially high among managerial employees and lower among service, sales, and production workers.

Figure 11

**Proportion of All Employers Providing
Classroom Training, On-the-Job
Training, and Tuition Reimbursement
During the Last 12 Months**



Employer-provided on-the-job training

Question: Did your firm/organization provide at least 4 hours of on-the-job training that was described in a written plan or agreement for any employee during the past 12 months? (Q29 on survey)

- Twenty percent of firms provided at least four hours of on-the-job training (OJT) described in a written plan or agreement. This is similar to the finding two years ago.
- The incidence of on-the-job training also varied by occupation, though less so than did classroom training. Employers offered OJT more frequently than classroom training to their technical, sales, administrative support staff, service, and production workers.

Hiring of workers trained in Washington's workforce development programs

Question: We would also like to know if anyone in your firm/organization who was hired in the last 12 months attended, or received training from, one of the following 6 types of institutions or programs. (Q35 on survey)

- Among all Washington employers, 18 percent hired someone during the past 12 months who had at some time attended a community or technical college training program. This represents an estimated 37,800 employers.
- Thirteen percent hired a former private vocational school student and twelve percent hired a former secondary career and technical education student.

Figure 12

**Proportion Hiring Workers Trained in the Following Programs,
Among Employers who Hired During the Last 12 Months**

Training Institution or Program	Hiring	Estimated Employers
Secondary career and technical education	12%	25,600
Community or technical college vocational training	18%	37,700
Workforce Investment Act or WorkSource	4%	8,400
Private career schools	13%	27,000
Apprenticeship programs	7%	15,200
Adult basic skills such as GED, literacy, and English as a Second Language	5%	11,600

Future needs—increasing skill requirements

Question: How will your firm's need for employees with each of the types of education listed (Q9 on survey)

- Thirty-three percent of firms reported that the skills required to adequately perform production or support jobs had increased over the last three years. Fifty-four percent said they had stayed the same.
- One reason that skills requirements increased is that the use of computers has become more common. Employers reported that 48 percent of non-supervisory employees used computers in their jobs. This is about the same percentage as two years ago.
- Another factor that increased skill requirements is the adoption of high-performance work organization practices—82 percent of firms cross-trained employees to do a number of jobs, 59 percent organized regular meetings with workers to discuss ways to improve practices, 54 percent linked pay to performance, and 46 percent compared their performance with that of other firms (benchmarking). These are about the same percentages as in the previous survey.

2005

Draft Employer Needs and Practices Survey

Long Form

Employer Needs and Practices Survey 2005

WHAT IS THIS STUDY?

This employer survey was developed to learn about the employee training and retraining needs of firms and organizations doing business in Washington State. The Legislature has requested that the Workforce Training and Education Coordinating Board (WTECB) conduct an evaluation of the state's major workforce training programs.

WHO GETS THE RESULTS?

Results for your region will be supplied to your regional Workforce Development Council, which will use the information to help coordinate workforce training programs in your area. We will share your individual answers with this regional board only if you request. In addition, we will send you a summary of the results, at your request.

SURVEY ADMINISTRATION

VENDOR has been contracted to administer this survey to ensure the confidentiality of your responses. VENDOR is collecting survey responses, providing alternative methods for completing the survey, and tabulating the results of this study for WTECB. You may also receive a telephone call from VENDOR reminding you to return your completed questionnaire or to complete the survey via telephone or online.

If you would prefer, VENDOR has provided two alternative options for you to complete this survey:

- a) Online – An exact copy of this survey is also available in an online format. To access the survey online, open your internet browser and type the following address:

<http://survey.vendor.com/wtecb.htm>

In order for VENDOR to keep a record of all employers who have been invited to participate, you will need to enter the 5-digit serial number that is printed on the bottom of the page in this questionnaire as the login ID number for this web survey.

If you have any questions or difficulties accessing the online version of the survey, please contact xxxx, Associate Project Manager, via email (xxxx@vendor.com) or during regular business hours at 1-800-XXX-XXX (toll-free) or XXX-XXX-XXXX (local).

- b) Telephone – Trained staff are available from 8:00 AM to 5:00 PM (PST) to administer this survey over the telephone. You may call the toll-free survey line at 1-XXX-XXX-XXXX and reference extension #XXX. In order for VENDOR to keep a record of all employers who have been invited to participate, you will need to provide the survey staff with the 5-digit serial number that is printed on the bottom of the page in this questionnaire.

If you have any questions regarding the telephone version of the survey, please contact xxxx, Associate Project Manager, via email (xxxx@vendor.com) or during regular business hours at 1-800-XXX-XXXX (toll-free) or XXX-XXX-XXXX (local).

All of your responses will be kept confidential and used only for research purposes unless you tell us otherwise (Question 33). We have coded the questionnaires so we can determine who has responded, but will not report the results in any way that could identify you. Answers to all questions are voluntary, but we ask that you not skip questions unless the instructions tell you do so.

PLEASE RETURN YOUR COMPLETED SURVEY BY August 15, 2005.

ABOUT THE QUESTIONNAIRE DESIGN:

This questionnaire has been designed so that the data can be compiled using an optical scanner. Answers are given in one of two ways. For most questions, you will indicate your response by filling in the appropriate bubble. Only one answer can be chosen for each question. Please thoroughly fill in the bubble with a black ballpoint pen and do not make any additional marks outside the bubble. In the example below, the answers “No” and “Some Difficulty” are selected.

		Much	Some	No	Not
<input type="radio"/>	Yes	Difficulty	Difficulty	Difficulty	Applicable
<input checked="" type="radio"/>	No	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other answers are indicated in numeral form. These are comb-style fields in which you write out the numbers yourself. This is commonly used in questions asking you to indicate the percentage of your employees that meet a specific criteria. In the example below, a company indicated that 45% of its employees have a Bachelor’s degree.

G. A baccalaureate (B.A. or B.S.) degree.....

	4	5
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 %

Some fields are closed boxes and are marked “Office use only.” Please do not write in these fields.

SKIPPING QUESTIONS THAT DO NOT APPLY:

Some questions do not apply to you. Depending on your response to some questions, you will be instructed to skip over questions that do not apply. Instructions are PRINTED IN CAPITAL LETTERS. In the example below, a person answering “Yes” would continue to the next question. A person answering “No” would skip to page 11 and begin with question 24.

<input type="radio"/>	Yes	
<input type="radio"/>	No	SKIP TO PAGE 11, QUESTION 24

For questions about this survey, please contact either yyyy or xxxx, Associate Project Managers, via email (yyyy@vendor.com / xxxx@vendor.com) or during regular business hours at **1-800-XXX-XXXX** (toll-free) or **XXX-XXX-XXXX** (local).

Workforce Training: Needs and Practices of Washington State Employers 2005

SECTION A: RECENT HIRING AND DIFFICULTIES IN FINDING QUALIFIED APPLICANTS

These first questions are about whether you have hired new employees in the last 12 months and about any difficulties you may have experienced in finding qualified applicants.

1. Has your firm/organization hired any new employees in the last twelve (12) months?

☐ Yes
☐ No

2. Please give your best estimate of the number of job openings you tried to fill in the last 12 months.

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 IF NONE, ENTER "0".

3. In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill?

☐ Yes
☐ No -- SKIP TO PAGE 3, SECTION B, QUESTION 9

4. How did your firm/organization respond to the difficulty finding qualified applicants?

MORE THAN ONE RESPONSE IS POSSIBLE.

PLEASE ANSWER YES OR NO FOR EACH STATEMENT.

a. Did not fill the job opening	<input type="radio"/> Yes	<input type="radio"/> No
b. Hired a less qualified applicant	<input type="radio"/> Yes	<input type="radio"/> No
c. Outsourced work or purchased services from another firm	<input type="radio"/> Yes	<input type="radio"/> No
d. Increased overtime hours for current workers	<input type="radio"/> Yes	<input type="radio"/> No
e. Increased recruiting efforts	<input type="radio"/> Yes	<input type="radio"/> No
f. Increased wages to attract more applicants	<input type="radio"/> Yes	<input type="radio"/> No
g. Other, specify _____		

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Office Use Only

5. Please indicate the occupation for which your firm/organization had the most difficulty finding qualified applicants in the last 12 months.

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Office Use Only

6. Sometimes firms/organizations may experience difficulty in finding qualified applicants with the formal education required to perform certain jobs. In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below?

PLEASE FILL IN ONLY ONE CIRCLE IN EACH ROW.

IF YOU DID NOT NEED EMPLOYEES WITH THAT LEVEL OF EDUCATION, FILL THE CIRCLE FOR "NOT APPLICABLE" IN THAT ROW.

	Much Difficulty	Some Difficulty	No Difficulty	Not Applicable
a. Neither a high school diploma nor a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A high school diploma or GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Some college course work beyond high school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. A vocational diploma or certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A vocational associate degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. An academic associate (A.A. or A.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. A baccalaureate (B.A. or B.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. A master's (M.A. or M.S.) degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. A doctoral (Ph.D.) or professional degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Firms/organizations may also experience difficulty finding qualified applicants with certain kinds of abilities and job skills. How much difficulty has your firm/organization had finding employees with the following skills?

	Much Difficulty	Some Difficulty	No Difficulty	Not Applicable
a. Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Math skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. English as a Second language skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Occupation-specific skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Team work skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Problem solving or critical thinking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Positive work habits and attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

k. Ability to accept supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Ability to adapt to changes in duties and responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Which of the following has resulted from your firm's difficulty finding qualified applicants? PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. Lowered overall productivity	<input type="radio"/> Yes	<input type="radio"/> No
b. Reduced product or service quality	<input type="radio"/> Yes	<input type="radio"/> No
c. Reduced production output or sales	<input type="radio"/> Yes	<input type="radio"/> No
d. Prevented your firm/organization from expanding its facilities	<input type="radio"/> Yes	<input type="radio"/> No
e. Prevented your firm/organization from developing new products or services	<input type="radio"/> Yes	<input type="radio"/> No
f. Caused your firm/organization to move some operations out of Washington State	<input type="radio"/> Yes	<input type="radio"/> No

9. Firms/organizations may experience difficulty with entry-level workers hired in the last 6 months. How much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills?

	Much Difficulty	Some Difficulty	No Difficulty	Not Applicable
a. Speaks so others can understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Listen actively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Read with understanding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Observe critically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Cooperate with others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Resolve conflict and negotiate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Use math to solve problems and communicate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Solve problems and make decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Take responsibility for learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Use information and communications technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION B: FUTURE NEEDS FOR SKILLED EMPLOYEES

10. Now we would like you to think about future needs of your firm/organization. How will your firm's/organization's need for employees with each of the types of education listed below change in the next five years?

Employees with	Increase	Stay About the Same	Decrease	Not Needed
a. Neither a high school diploma nor a GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. A high school diploma or GED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Some college course work beyond high school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. A vocational diploma or certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A vocational associate degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. An academic associate (A.A. or A.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. A baccalaureate (B.A. or B.S.) degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. A master's (M.A. or M.S.) degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. A doctoral (Ph.D.) or professional degree from a college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION C: EMPLOYEE TRAINING YOU PROVIDE

11. In the last three years, have the skills required to adequately perform production or support jobs (primary or front-line services or support jobs) increased, decreased, or remained the same?

- ☐ Increased
- ☐ Remained the Same
- ☐ Decreased

CLASSROOM TRAINING THAT YOU PROVIDE

These next questions are about classroom training, workshops, or seminars your firm/organization uses to train its employees. Please count only types of training that last four hours or longer (a half day). This training may be offered at the worksite or at another location and may occur during the working hours or at other times. These may be conducted either by personnel from your firm/organization or by sources outside your firm/organization. Examples include seminars, lectures, workshops, or audio-visual presentations. If you provide no classroom training, please answer the next question and then skip to page 12, question 27, which asks about on-the-job training.

12. Did your firm/organization provide or pay for any classroom training, workshops, or seminars (lasting at least four hours) for any employees in the last 12 months?

- ☐ Yes
- ☐ No -- SKIP TO PAGE 12, QUESTION 27

13. For each type of employee listed below, approximately what percentage received classroom training, workshops, or seminars (lasting at least 4 hours) in the last 12 months?

Because we are interested in the percentage of each type of employee that receives training, the numbers you enter below will likely not add up to 100. If your answer is “none” for a particular type of employee, enter “0” on that line. If your firm does not have a particular type of employee, leave the line blank.

a.	Managerial and administrative occupations —top and middle-level managers, administrators, and executives whose primary duties are policy making, planning, staffing, directing, or controlling the activities of establishments	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
b.	Professional occupations —persons concerned with the theoretical or practical aspects of fields (e.g., science, art, education, law, and business relations) where substantial postsecondary educational preparation, or equivalent on-the-job training or experience, is required	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
c.	Technical and paraprofessional occupations —technicians, programmers, and people who provide technical support (especially in health, engineering, aviation, computer programming, and law) where positions require at least some postsecondary educational preparation or equivalent on-the-job training	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
d.	Marketing and sales-related occupations —persons selling goods or services and other individuals directly related to sales	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
e.	Clerical and administrative support occupations —persons performing clerical tasks, such as typing, filing, operating a computer, keeping records (personnel, stock, producing, billing, etc.), and preparing and distributing mail	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
f.	Service occupations —workers in occupations relating to protective service, food service, health assisting service, cleaning and building service, and personal service	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
g.	Production, construction, operation, maintenance, and material-handling occupations —all skilled, semi-skilled, and unskilled workers performing machine and manual tasks involving production, construction, operation, maintenance, repair, and material-handling	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
h.	Agricultural, forestry, fishing, and related occupations —workers concerned with agricultural production, forestry, and fishing. Also included in this group are agriculture-related workers, such as animal caretakers and groundskeepers	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %
i.	Other , specify: _____	<div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> <div style="border-bottom: 1px solid black; width: 40px; display: inline-block;"></div> %

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14. Approximately what percent of your current employees would you say need further training in a formal program, such as that taught at a community college or private vocational-technical school, in order to reach the current level of productivity and competence that your company needs.
IF NONE, ENTER "0".

(14a)

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 % Needing further training at Community and technical colleges

(14b)

--	--	--

 % Needing further training at four-year colleges and universities

15. In the last three years, has the percentage of your employees who receive classroom training, workshops, or seminars of some kind increased, decreased, or stayed about the same?

- ☐ Increased
☐ Remained the Same – SKIP TO PAGE 8, QUESTION 17
☐ Decreased – SKIP TO PAGE 8, QUESTION 17

16. Which of the following are reasons for your increase in training?
PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. Changes in products or services you provide	<input type="radio"/> Yes	<input type="radio"/> No
b. Changes in technology	<input type="radio"/> Yes	<input type="radio"/> No
c. Changes in the organization of work	<input type="radio"/> Yes	<input type="radio"/> No
d. Need to improve the quality of your output	<input type="radio"/> Yes	<input type="radio"/> No
e. Need to improve worker productivity	<input type="radio"/> Yes	<input type="radio"/> No
f. New hires did not have necessary skills	<input type="radio"/> Yes	<input type="radio"/> No
g. To help employees develop more positive attitudes and work habits	<input type="radio"/> Yes	<input type="radio"/> No
h. To keep up with competition from foreign countries	<input type="radio"/> Yes	<input type="radio"/> No
i. To keep up with competitors at home	<input type="radio"/> Yes	<input type="radio"/> No
j. To improve the morale of employees	<input type="radio"/> Yes	<input type="radio"/> No
k. To develop a more flexible and versatile workforce	<input type="radio"/> Yes	<input type="radio"/> No
l. To promote the personal or career development of employees	<input type="radio"/> Yes	<input type="radio"/> No
m. Legal requirements forced us to increase training	<input type="radio"/> Yes	<input type="radio"/> No

n. Other, specify: _____

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TRAINING YOU PROVIDE THROUGH BY PUBLIC COMMUNITY OR TECHNICAL COLLEGES

17. Has your firm/organization ever had an arrangement with a community or technical college to provide education and training services to your employees?

☐ Yes
☐ No -- SKIP TO PAGE 8, QUESTION 19

18. Why did you select a community or technical college to conduct training?
PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. Cost-effective value for money	<input type="radio"/> Yes	<input type="radio"/> No
b. Quality of instruction	<input type="radio"/> Yes	<input type="radio"/> No
c. Community or technical college customized the training program for our needs	<input type="radio"/> Yes	<input type="radio"/> No
d. Convenient location	<input type="radio"/> Yes	<input type="radio"/> No
e. Training programs referred to us by other businesses	<input type="radio"/> Yes	<input type="radio"/> No
f. Contracted with community or technical college in past with satisfactory results	<input type="radio"/> Yes	<input type="radio"/> No
g. Other, specify: _____		
		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div> Office Use Only

19. Please rate the most recent community or technical college training provided for your employees in each of the following areas.

	Very Good	Good	Poor	Very Poor	Not Applicable
a. The responsiveness of the college to your particular needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The amount of skill your employees gained from the training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The timeliness of the training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The cost of the training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The convenience of the hours of the courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The convenience of the location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The quality of the equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The quality of training facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The technical competence of the instructor(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The administrative simplicity in making these arrangements (red tape)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AFTER ANSWERING QUESTION 19, PLEASE SKIP TO PAGE 10, QUESTION 21

20. Listed below are some reasons why firms/organizations may not have arrangements with community or technical colleges to train their employees. Please indicate which of the following are reasons why your firm/organization does not have such an arrangement.

PLEASE INDICATE YES OR NO FOR EACH STATEMENT.

a. The cost would be too high	<input type="radio"/> Yes	<input type="radio"/> No
b. Our firm/organization conducts its own training	<input type="radio"/> Yes	<input type="radio"/> No
c. Our firm/organization only uses private education and training providers	<input type="radio"/> Yes	<input type="radio"/> No
d. Public community or technical colleges do not offer the type of training our employees need	<input type="radio"/> Yes	<input type="radio"/> No
e. Our firm/organization has been able to find all the qualified workers that we need	<input type="radio"/> Yes	<input type="radio"/> No
f. Community or technical colleges have too much red tape/administrative bureaucracy	<input type="radio"/> Yes	<input type="radio"/> No
g. We are not aware of what the college offers	<input type="radio"/> Yes	<input type="radio"/> No

h. Other, specify: _____

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TYPES OF CLASSROOM TRAINING THAT YOU PROVIDE

Next, we would like to ask specifically about three types of classroom training you may have provided to your employees. These types of training are: Work-place practices, Basic skills, and Job-specific skills.

Work-place practices may include training in policies and practices that affect employee relations (e.g., work-place diversity or sexual harassment training), affect employee health and safety (e.g., work-place safety and health requirements), and the work environment (e.g., how to work in teams, how to improve work performance, etc.).

21. In the last 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in work-place practices for any employee?

- ☐ Yes
- ☐ No

Basic skills training is training in reading, writing, arithmetic, and English language skills.

22. In the past 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in basic skills for any employee?

- ☐ Yes
- ☐ No

Job-specific skills training includes training that upgrades employee skills, extends employee skills, or otherwise qualifies workers for a specific occupation.

23. In the past 12 months, did your firm/organization provide or pay for classroom training, workshops, or seminars (lasting at least four hours) in job-specific skills for any employee?

- ☐ Yes
- ☐ No -- SKIP TO PAGE 13, QUESTION 29

24. Have you used any of the following training providers for job-specific skills training in the last 12 months?

For each one used, to what extent are you satisfied with the job-specific skills training you received from that training provider?

	Didn't Use	Used	<i>If Used . . .</i>			
			Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Our firm's/organization's personnel	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Community or technical college	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Four-year college or university	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Other government sponsored training and education programs						
Specify:	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Private training contractors/consultants	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Private vocational/technical schools	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Apprenticeship	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Industry or trade associations	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Unions	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Equipment suppliers or buyers	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Other private provider						
Specify:	<input type="radio"/>	<input type="radio"/> ⇨	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24.d
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23.k
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25. (Continued)

For each training provider that you used *above*, to what extent did the providers meet your training objectives?

		<i>If Used (See Page 10), were your objectives . . .</i>			
		Definitely Met	Partially Met	Not Met at all	Don't Know
⇒ ...	a. Our firm's/organization's personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	b. Community or technical college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	c. Four-year college or university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	d. Other government sponsored training and education programs				
	Specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	e. Private training contractors/consultants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	f. Private vocational/technical schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	g. Apprenticeship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	h. Industry or trade associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	i. Unions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	j. Equipment suppliers or buyers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
⇒ ...	k. Other private provider.				
	Specify: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TUITION REIMBURSEMENT THAT YOU PROVIDE

The next questions refer to tuition reimbursement, which is one way that some employers pay for classroom training.

26. Did your firm/organization have a tuition reimbursement program for any employee during the past 12 months?
- ☐ Yes
 - ☐ No -- SKIP TO QUESTION 28
27. What is the maximum annual amount of tuition your firm/organization will reimburse?
- a. Less than \$1,000
 - b. \$1,001--\$2,500
 - c. \$2,5001--\$5,000
 - d. \$5,001----\$7,000
 - e. \$7,001----\$10,000
 - f. More than \$10,000/No maximum limit
 - g. Don't know.
28. Was your tuition reimbursement program restricted to job-related training only?
- ☐ Yes
 - ☐ No

ON-THE-JOB TRAINING THAT YOU PROVIDE

These next questions refer to on-the-job training. During on-the-job training, the worker is learning from someone else the duties that the job requires while performing work. We are specifically interested in the extent to which firms provide on-the-job training that includes a formal plan or agreement. In answering these questions, please include all employees: full-time, part-time, temporary, seasonal, salaried, and hourly.

29. Did your firm/organization provide at least 4 hours of on-the-job training that was described in a written plan or agreement for any employees in the last 12 months?
- ☐ Yes
 - ☐ No -- SKIP TO PAGE 15, SECTION D, QUESTION 31

30. For each type of employee listed below, approximately what percentage received on-the-job training in the last 12 months?

Because we are interested in the percentage of each type of employee that receives training, the numbers you enter below will likely not add up to 100. If your answer is “none” for a particular type of employee, enter “0” on that line. If your firm does not have a particular type of employee, leave the line blank.

a.	Managerial and administrative occupations —top and middle-level managers, administrators, and executives whose primary duties are policy making, planning, staffing, directing, or controlling the activities of establishments	_ _ _ _ %
b.	Professional occupations —persons concerned with the theoretical or practical aspects of fields (e.g., science, art, education, law, and business relations) where substantial postsecondary educational preparation, or equivalent on-the-job training or experience, is required	_ _ _ _ %
c.	Technical and paraprofessional occupations —technicians, programmers, and people who provide technical support (especially in health, engineering, aviation, computer programming, and law) where positions require at least some postsecondary educational preparation or equivalent on-the-job training	_ _ _ _ %
d.	Marketing and sales-related occupations —persons selling goods or services and other individuals directly related to sales	_ _ _ _ %
e.	Clerical and administrative support occupations —persons performing clerical tasks, such as typing, filing, operating a computer, keeping records (personnel, stock, producing, billing, etc.), and preparing and distributing mail	_ _ _ _ %
f.	Service occupations —workers in occupations relating to protective service, food service, health assisting service, cleaning and building service, and personal service	_ _ _ _ %
g.	Production, construction, operation, maintenance, and material-handling occupations —all skilled, semi-skilled, and unskilled workers performing machine and manual tasks involving production, construction, operation, maintenance, repair, and material-handling	_ _ _ _ %
h.	Agricultural, forestry, fishing, and related occupations —workers concerned with agricultural production, forestry, and fishing. Also included in this group are agriculture-related workers, such as animal caretakers and groundskeepers	_ _ _ _ %
i.	Other , specify: _____	_ _ _ _ %

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SECTION D: BACKGROUND INFORMATION ON YOUR FIRM

31. In which county of Washington State do you employ the most workers (based on worksite location)?

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32. What percent of your firm's/organization's current employees are in jobs that require each of the educational levels listed below?

Write zero (0) if you have no employees in a category. Your answers to parts (a) through (i) of this question should total 100 percent.

a. Neither a high school diploma nor a GED	_____	%
b. A GED or high school diploma	_____	%
c. Some college course work or training beyond high school	_____	%
d. A vocational diploma or certificate	_____	%
e. A vocational associate degree	_____	%
f. An academic associate (A.A. or A.S.) degree	_____	%
g. A baccalaureate (B.A. or B.S.) degree	_____	%
h. A master's (M.A. or M.S.) degree from a college or university	_____	%
i. A doctoral (Ph.D.), or professional degree from a college or university	_____	%

TOTAL 1 0 0 %

33. What percentage of your non-supervisory employees use computers in their jobs?
IF NONE, ENTER "0".

_____	% Using computers
-------	-------------------

34. Now we would like to know if your firm/organization uses various work-place practices that some employers are currently using. Please indicate whether or not your firm/organization is using any of the practices listed below.

a. Organize employees into self-managed work teams	<input type="radio"/> Yes	<input type="radio"/> No
b. Train employees to do a number of different jobs (cross training)	<input type="radio"/> Yes	<input type="radio"/> No
c. Have a formal job-sharing or flextime program	<input type="radio"/> Yes	<input type="radio"/> No
d. Regularly rotate employees among different jobs (job rotation)	<input type="radio"/> Yes	<input type="radio"/> No
e. Link employee compensation to performance	<input type="radio"/> Yes	<input type="radio"/> No
f. Organize regularly scheduled meetings with managers/supervisor and workers to discuss ways to improve workplace practices	<input type="radio"/> Yes	<input type="radio"/> No
g. Have a formal Total Quality Management or Continuous Quality Improvement Program	<input type="radio"/> Yes	<input type="radio"/> No
h. Compare your practices and performance with other firms' / organizations' practices and performance (benchmarking)	<input type="radio"/> Yes	<input type="radio"/> No
i. Manage using just-in-time inventories	<input type="radio"/> Yes	<input type="radio"/> No
j. Involve co-worker review of employee performance	<input type="radio"/> Yes	<input type="radio"/> No
k. Use quality circles	<input type="radio"/> Yes	<input type="radio"/> No

35. We would also like to know if anyone in your firm/organization who was hired in the last 12 months attended, or was trained by, one of the following six types of institutions or programs. Please indicate YES for each institution or program that trained at least one of your employees within the past 12 months, and NO for each institution or program that was not utilized.

a. High school vocational education programs	<input type="radio"/> Yes	<input type="radio"/> No
b. Community or technical colleges vocational training programs	<input type="radio"/> Yes	<input type="radio"/> No
c. Workforce Investment Act (WIA), Workforce Development Council (WDC) or WorkSource programs	<input type="radio"/> Yes	<input type="radio"/> No
d. Private vocational/technical schools	<input type="radio"/> Yes	<input type="radio"/> No
e. Apprenticeship programs	<input type="radio"/> Yes	<input type="radio"/> No
f. Adult basic skills classes such as GED and English as a Second Language	<input type="radio"/> Yes	<input type="radio"/> No
g. Four-year colleges or universities.	<input type="radio"/> Yes	<input type="radio"/> No

36. In the last 12 months did your firm/organization provide internship for any student?
- ☐ Yes ☐ No

37. Are you willing to share your answers to this questionnaire with staff of your local Workforce Development Council? This will help them to identify employers with skill development needs. If your answer is No, your individual responses will not be shared with Workforce Development Council staff.

- ☐ Yes
☐ No

YOUR COMMENTS?

Please use the space provided below for your comments about this survey. Feel free to make suggestions about important topics or issues that we may not have covered. And let us know about any problems you encountered in the survey, such as unclear instructions or questions that were difficult to understand.

Thank you for your time and effort in participating in this survey.

Please return the complete survey in the postage paid envelope to:

VENDOR
Address 1
Address 2
City, ST ZIP

For questions, please contact yyyy or xxxx, Associate Project Managers,
via email (yyyy@vendor.com / xxxx@vendor.com)
or during regular business hours at 1-800-XXX-XXXX (toll-free) or XXX-XXX-XXXX (local).

***Q1. Percent of Firms That Hired New Employees in the Last 12 Months
and Percent That Attempted ("Looking") to Hire (All Firms)***

WDA	Yes, Hired	N	Yes, Looking	N	Total in WDA
BENTON FRANKLIN	54%	3,389	54%	3,395	6,291
EASTERN	49%	3,300	57%	3,843	6,725
KING	50%	35,815	51%	36,239	71,035
NORTH CENTRAL	52%	4,880	61%	5,790	9,463
NORTHWEST	68%	10,497	74%	11,543	15,508
OLYMPIC	67%	8,393	67%	8,400	12,455
PACIFIC MT	60%	9,820	62%	10,214	16,380
PIERCE	68%	13,998	69%	14,075	20,477
SNOHOMISH	73%	11,857	73%	11,857	16,308
SOUTHWEST	71%	9,321	71%	9,356	13,101
SPOKANE	74%	11,833	75%	12,049	15,968
TRI-COUNTY	76%	7,387	78%	7,594	9,764
Satewide	61%	130490	63%	134,355	213,475

Q3: In the last 12 months, did your firm / organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill?

WDA	Percent with Difficulty	Number of Employers had Difficulty	Number of Employers Attempting to Hire	All Employers	
				Percent	N
BENTON FRANKLIN	28%	955	3,395	15%	6,291
EASTERN	59%	2,261	3,843	34%	6,725
KING	49%	17,855	36,239	25%	71,035
NORTH CENTRAL	67%	3,889	5,790	41%	9,463
NORTHWEST	48%	5,524	11,543	36%	15,508
OLYMPIC	63%	5,287	8,400	42%	12,455
PACIFIC MT	40%	4,061	10,214	25%	16,380
PIERCE	50%	7,002	14,075	34%	20,477
SNOHOMISH	49%	5,753	11,857	35%	16,308
SOUTHWEST	62%	5,784	9,356	44%	13,101
SPOKANE	50%	6,067	12,049	38%	15,968
TRI COUNTY	60%	4,587	7,594	47%	9,764
Statewide	51%	69,025	134,355	32%	213,475

Q4: How did your firm/organization respond to the difficulty finding qualified applicants? (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> (Unweighted N=58)	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	26%	206	3%
b) Hired a less qualified	71%	571	9%
c) Outsourced the work/service	25%	196	3%
d) Increased overtime for employees	47%	372	6%
e) Increased recruiting efforts	45%	361	6%
f) Increased wages to attract applicants	33%	264	4%

<i>EASTERN</i> (Unweighted N=100)	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	44%	971	14%
b) Hired a less qualified	56%	1226	18%
c) Outsourced the work/service	28%	604	9%
d) Increased overtime for employees	27%	601	9%
e) Increased recruiting efforts	43%	948	14%
f) Increased wages to attract applicants	41%	905	13%

<i>KING</i> (Unweighted N=80)	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	39%	5245	8%
b) Hired a less qualified	73%	9868	14%
c) Outsourced the work/service	35%	4715	7%
d) Increased overtime for employees	73%	9835	14%
e) Increased recruiting efforts	61%	8218	12%
f) Increased wages to attract applicants	34%	4592	7%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	47%	1737	18%
b) Hired a less qualified	37%	1385	15%
c) Outsourced the work/service	5%	194	2%
d) Increased overtime for employees	42%	1568	17%
e) Increased recruiting efforts	46%	1707	18%
f) Increased wages to attract applicants	22%	809	9%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	50%	2429	16%
b) Hired a less qualified	53%	2546	16%
c) Outsourced the work/service	17%	815	5%
d) Increased overtime for employees	39%	1861	12%
e) Increased recruiting efforts	64%	3077	20%
f) Increased wages to attract applicants	20%	942	6%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	21%	1103	9%
b) Hired a less qualified	76%	3928	32%
c) Outsourced the work/service	8%	409	3%
d) Increased overtime for employees	47%	2459	20%
e) Increased recruiting efforts	81%	4192	34%
f) Increased wages to attract applicants	44%	2257	18%

<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	62%	2351	14%
b) Hired a less qualified	31%	1181	7%
c) Outsourced the work/service	12%	444	3%
d) Increased overtime for employees	59%	2245	14%
e) Increased recruiting efforts	55%	2092	13%
f) Increased wages to attract applicants	37%	1422	9%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	27%	1841	9%
b) Hired a less qualified	48%	3278	16%
c) Outsourced the work/service	19%	1285	6%
d) Increased overtime for employees	46%	3172	15%
e) Increased recruiting efforts	60%	4145	20%
f) Increased wages to attract applicants	53%	3609	18%

<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	52%	2816	17%
b) Hired a less qualified	95%	5090	31%
c) Outsourced the work/service	1%	55	0%
d) Increased overtime for employees	44%	2340	14%
e) Increased recruiting efforts	15%	792	5%
f) Increased wages to attract applicants	3%	177	1%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	44%	2227	17%
b) Hired a less qualified	53%	2685	20%
c) Outsourced the work/service	39%	2014	15%
d) Increased overtime for employees	16%	819	6%
e) Increased recruiting efforts	15%	786	6%
f) Increased wages to attract applicants	6%	321	2%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	27%	1557	10%
b) Hired a less qualified	65%	3777	24%
c) Outsourced the work/service	12%	701	4%
d) Increased overtime for employees	58%	3367	21%
e) Increased recruiting efforts	59%	3441	22%
f) Increased wages to attract applicants	17%	965	6%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Did not fill the opening	44%	2012	21%
b) Hired a less qualified	62%	2854	29%
c) Outsourced the work/service	23%	1057	11%
d) Increased overtime for employees	29%	1310	13%
e) Increased recruiting efforts	46%	2124	22%

f) Increased wages to attract applicants	27%	1220	12%
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Q6: Percentage of Employers Reporting Difficulty in the Last 12 Months Finding Qualified Applicants With the Different Education Levels Listed Below: (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> <i>(Unweighted N=58)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	11%	91	1%
High school diploma or GED	27%	214	3%
Some college course work	46%	369	6%
Vocational certificate	62%	492	8%
Vocational associate degree	44%	355	6%
Academic associate degree	24%	195	3%
Baccalaureate degree	29%	232	4%
Master degree	8%	60	1%
Doctoral or professional degree	3%	24	0.4%

<i>EASTERN</i> <i>(Unweighted N=100)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	2%	51	1%
High school diploma or GED	11%	242	4%
Some college course work	26%	566	8%
Vocational certificate	53%	1162	17%
Vocational associate degree	54%	1179	18%
Academic associate degree	51%	1114	17%
Baccalaureate degree	48%	1059	16%
Master degree	36%	783	12%
Doctoral or professional degree	22%	489	7%

<i>KING</i> <i>(Unweighted N=80)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	4%	603	1%
High school diploma or GED	18%	2463	3%
Some college course work	29%	3978	6%
Vocational certificate	35%	4710	7%
Vocational associate degree	30%	4093	6%
Academic associate degree	17%	2252	3%
Baccalaureate degree	18%	2383	4%
Master degree	5%	731	1%
Doctoral or professional degree	5%	620	1%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	4%	162	2%
High school diploma or GED	10%	377	4%
Some college course work	15%	552	6%
Vocational certificate	8%	280	3%
Vocational associate degree	10%	370	4%
Academic associate degree	12%	428	5%
Baccalaureate degree	14%	530	6%
Master degree	9%	319	3%
Doctoral or professional degree	0.7%	27	0.3%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	17%	826	5%
High school diploma or GED	18%	858	6%
Some college course work	22%	1040	7%
Vocational certificate	16%	778	5%
Vocational associate degree	15%	736	5%
Academic associate degree	19%	907	6%
Baccalaureate degree	30%	1460	9%
Master degree	15%	742	5%
Doctoral or professional degree	8%	386	2%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	9%	458	4%
High school diploma or GED	16%	808	6%
Some college course work	21%	1111	9%
Vocational certificate	14%	729	6%
Vocational associate degree	5%	272	2%
Academic associate degree	3%	130	1%
Baccalaureate degree	11%	593	5%
Master degree	4%	183	1%

Doctoral or professional degree	0.3%	13	0.1%
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<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	11%	421	3%
High school diploma or GED	24%	929	6%
Some college course work	59%	2249	14%
Vocational certificate	25%	954	6%
Vocational associate degree	15%	568	3%
Academic associate degree	13%	484	3%
Baccalaureate degree	12%	473	3%
Master degree	13%	498	3%
Doctoral or professional degree	4%	166	1%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	0.5%	37	0%
High school diploma or GED	38%	2637	13%
Some college course work	20%	1385	7%
Vocational certificate	35%	2404	12%
Vocational associate degree	58%	3991	20%
Academic associate degree	18%	1208	6%
Baccalaureate degree	28%	1914	9%
Master degree	26%	1791	9%

Doctoral or professional degree	9%	646	3%
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<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	0.6%	30	0.2%
High school diploma or GED	15%	798	5%
Some college course work	9%	503	3%
Vocational certificate	21%	1139	7%
Vocational associate degree	11%	575	4%
Academic associate degree	7%	395	2%
Baccalaureate degree	8%	438	3%
Master degree	5%	250	2%
Doctoral or professional degree	3%	143	0.9%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	1.2%	61	0.5%
High school diploma or GED	44%	2266	17%
Some college course work	47%	2401	18%
Vocational certificate	43%	2210	17%
Vocational associate degree	41%	2072	16%

Academic associate degree	5%	235	2%
Baccalaureate degree	41%	2081	16%
Master degree	37%	1909	15%
Doctoral or professional degree	0.4%	19	0.1%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	10%	596	4%
High school diploma or GED	16%	963	6%
Some college course work	40%	2344	15%
Vocational certificate	50%	2946	18%
Vocational associate degree	40%	2348	15%
Academic associate degree	23%	1339	8%
Baccalaureate degree	23%	1329	8%
Master degree	9%	544	3%
Doctoral or professional degree	10%	561	4%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
Neither a high school diploma or GED	31%	1412	14%
High school diploma or GED	34%	1539	16%
Some college course work	52%	2396	25%
Vocational certificate	24%	1103	11%
Vocational associate degree	27%	1220	12%

Academic associate degree	43%	1970	20%
Baccalaureate degree	26%	1172	12%
Master degree	20%	904	9%
Doctoral or professional degree	16%	726	7%

Q7: Percenatage of Employers Experiencing Difficulty Finding Employees with the Following Skills: (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> <i>(Unweighted N=58)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	34%	271	4%
b) Writing skills	43%	346	5%
c) Math Skills	38%	303	5%
d) Occupation-specific skills	87%	692	11%
e) Computer skills	38%	305	5%
f) Team work skills	56%	448	7%
g) Problem solving or critical thinking skills	78%	626	10%
h) Communication skills	56%	447	7%
i) Positive work habits and attitudes	81%	647	10%
j) Ability to accept supervision	44%	355	6%
k) Ability to adapt to changes in duties and responsibilities	54%	434	7%
l) English as a Second Language skills	30%	236	4%

<i>EASTERN</i> <i>(Unweighted N=100)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	40%	872	13%
b) Writing skills	52%	1126	17%
c) Math Skills	53%	1157	17%
d) Occupation-specific skills	87%	1900	28%
e) Computer skills	52%	1137	17%
f) Team work skills	68%	1482	22%
g) Problem solving or critical thinking skills	82%	1788	27%
h) Communication skills	65%	1416	21%
i) Positive work habits and attitudes	65%	1420	21%
j) Ability to accept supervision	62%	1356	20%
k) Ability to adapt to changes in duties and responsibilities	65%	1427	21%
l) English as a Second Language skills	29%	631	9%

<i>KING</i> <i>(Unweighted N=80)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	23%	3084	4%
b) Writing skills	40%	5355	8%
c) Math Skills	29%	3862	6%
d) Occupation-specific skills	84%	11385	16%
e) Computer skills	35%	4701	7%
f) Team work skills	62%	8435	12%
g) Problem solving or critical thinking skills	68%	9246	13%
h) Communication skills	73%	9840	14%
i) Positive work habits and attitudes	62%	8387	12%
j) Ability to accept supervision	54%	7341	10%
k) Ability to adapt to changes in duties and responsibilities	71%	9529	14%
l) English as a Second Language skills	29%	3951	6%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	25%	935	10%
b) Writing skills	27%	999	11%
c) Math Skills	49%	1815	19%
d) Occupation-specific skills	71%	2620	28%
e) Computer skills	49%	1816	19%
f) Team work skills	62%	2318	24%
g) Problem solving or critical thinking skills	71%	2627	28%
h) Communication skills	87%	3228	34%
i) Positive work habits and attitudes	87%	3247	34%
j) Ability to accept supervision	69%	2576	27%
k) Ability to adapt to changes in duties and responsibilities	79%	2926	31%
l) English as a Second Language skills	20%	743	8%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	21%	1027	7%
b) Writing skills	23%	1104	7%
c) Math Skills	45%	2146	14%
d) Occupation-specific skills	66%	3177	20%
e) Computer skills	25%	1188	8%
f) Team work skills	45%	2148	14%
g) Problem solving or critical thinking skills	61%	2915	19%
h) Communication skills	59%	2820	18%
i) Positive work habits and attitudes	58%	2791	18%
j) Ability to accept supervision	40%	1926	12%
k) Ability to adapt to changes in duties and responsibilities	49%	2346	15%
l) English as a Second Language skills	8%	367	2%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	5%	270	2%
b) Writing skills	32%	1671	13%
c) Math Skills	36%	1877	15%
d) Occupation-specific skills	80%	4140	33%
e) Computer skills	44%	2303	18%
f) Team work skills	46%	2403	19%
g) Problem solving or critical thinking skills	54%	2776	22%
h) Communication skills	48%	2482	20%
i) Positive work habits and attitudes	63%	3241	26%
j) Ability to accept supervision	46%	2394	19%
k) Ability to adapt to changes in duties and responsibilities	46%	2362	19%
l) English as a Second Language skills	0.6%	30	0.2%

<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	29%	1109	7%
b) Writing skills	41%	1558	10%
c) Math Skills	35%	1344	8%
d) Occupation-specific skills	76%	2890	18%
e) Computer skills	53%	2020	12%
f) Team work skills	83%	3176	19%
g) Problem solving or critical thinking skills	95%	3630	22%
h) Communication skills	95%	3631	22%
i) Positive work habits and attitudes	96%	3671	22%
j) Ability to accept supervision	77%	2949	18%
k) Ability to adapt to changes in duties and responsibilities	67%	2556	16%
l) English as a Second Language skills	27%	1029	6%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	23%	1597	8%
b) Writing skills	37%	2557	13%
c) Math Skills	32%	2176	11%
d) Occupation-specific skills	88%	6030	30%
e) Computer skills	36%	2497	12%
f) Team work skills	81%	5570	27%
g) Problem solving or critical thinking skills	81%	5562	27%
h) Communication skills	82%	5603	27%
i) Positive work habits and attitudes	63%	4342	21%
j) Ability to accept supervision	77%	5269	26%

k) Ability to adapt to changes in duties and responsibilities	42%	2858	14%
l) English as a Second Language skills	20%	1382	7%

<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	7%	394	2%
b) Writing skills	70%	3766	23%
c) Math Skills	72%	3878	24%
d) Occupation-specific skills	78%	4205	26%
e) Computer skills	60%	3205	20%
f) Team work skills	74%	3988	24%
g) Problem solving or critical thinking skills	77%	4142	25%
h) Communication skills	29%	1568	10%
i) Positive work habits and attitudes	77%	4126	25%
j) Ability to accept supervision	24%	1308	8%
k) Ability to adapt to changes in duties and responsibilities	30%	1607	10%
l) English as a Second Language skills	5%	293	2%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	43%	2184	17%
b) Writing skills	50%	2540	19%
c) Math Skills	54%	2777	21%
d) Occupation-specific skills	64%	3243	25%
e) Computer skills	49%	2521	19%
f) Team work skills	59%	3029	23%
g) Problem solving or critical thinking skills	62%	3155	24%
h) Communication skills	62%	3150	24%
i) Positive work habits and attitudes	62%	3148	24%
j) Ability to accept supervision	18%	893	7%

k) Ability to adapt to changes in duties and responsibilities	61%	3131	24%
l) English as a Second Language skills	6%	314	2%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	19%	1095	7%
b) Writing skills	29%	1710	11%
c) Math Skills	27%	1557	10%
d) Occupation-specific skills	52%	3025	19%
e) Computer skills	35%	2057	13%
f) Team work skills	51%	2974	19%
g) Problem solving or critical thinking skills	49%	2853	18%
h) Communication skills	47%	2749	17%
i) Positive work habits and attitudes	59%	3449	22%
j) Ability to accept supervision	48%	2814	18%
k) Ability to adapt to changes in duties and responsibilities	35%	2066	13%
l) English as a Second Language skills	9%	545	3%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Reading skills	40%	1814	19%
b) Writing skills	59%	2712	28%
c) Math Skills	61%	2773	28%
d) Occupation-specific skills	86%	3936	40%
e) Computer skills	61%	2780	28%
f) Team work skills	65%	2967	30%
g) Problem solving or critical thinking skills	93%	4247	43%
h) Communication skills	76%	3480	36%
i) Positive work habits and attitudes	75%	3446	35%

j) Ability to accept supervision	76%	3470	36%
k) Ability to adapt to changes in duties and responsibilities	79%	3596	37%
l) English as a Second Language skills	18%	843	9%

Q8: Which of the following has resulted from your firm's difficulty in finding qualified applicants? (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> <i>(Unweighted N=58)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	71%	567	9%
b) Reduced product or service quality	37%	298	5%
c) Reduced production output or sales	51%	407	6%
d) Prevented firm from expanding its facilities	18%	146	2%
e) Prevented firm from developing new products/services	9%	68	1%
f) Caused firm to move some operations out of Washington	1%	11	0.2%

<i>EASTERN</i> <i>(Unweighted N=100)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	76%	1662	25%
b) Reduced product or service quality	75%	1639	24%
c) Reduced production output or sales	69%	1508	22%
d) Prevented firm from expanding its facilities	36%	782	12%
e) Prevented firm from developing new products/services	50%	1092	16%
f) Caused firm to move some operations out of Washington	2%	39	0.6%

<i>KING</i> <i>(Unweighted N=80)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	63%	8461	12%
b) Reduced product or service quality	59%	8020	11%
c) Reduced production output or sales	72%	9734	14%
d) Prevented firm from expanding its facilities	29%	3900	5%
e) Prevented firm from developing new products/services	22%	3022	4%
f) Caused firm to move some operations out of Washington	2%	235	0.3%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	53%	1965	21%
b) Reduced product or service quality	73%	2714	29%
c) Reduced production output or sales	69%	2569	27%
d) Prevented firm from expanding its facilities	52%	1927	20%
e) Prevented firm from developing new products/services	31%	1143	12%
f) Caused firm to move some operations out of Washington	0%	10	0.1%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	34%	1651	11%
b) Reduced product or service quality	33%	1593	10%
c) Reduced production output or sales	38%	1824	12%
d) Prevented firm from expanding its facilities	19%	924	6%
e) Prevented firm from developing new products/services	9%	444	3%
f) Caused firm to move some operations out of Washington	0%	2	0.0%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	70%	3630	29%
b) Reduced product or service quality	43%	2216	18%
c) Reduced production output or sales	61%	3185	26%
d) Prevented firm from expanding its facilities	54%	2825	23%
e) Prevented firm from developing new products/services	31%	1593	13%
f) Caused firm to move some operations out of Washington	1%	46	0.4%

<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	54%	2052	13%
b) Reduced product or service quality	44%	1694	10%
c) Reduced production output or sales	51%	1929	12%
d) Prevented firm from expanding its facilities	5%	189	1%
e) Prevented firm from developing new products/services	14%	543	3%
f) Caused firm to move some operations out of Washington	2%	58	0.4%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	50%	3438	17%
b) Reduced product or service quality	42%	2898	14%
c) Reduced production output or sales	29%	2015	10%
d) Prevented firm from expanding its facilities	17%	1184	6%
e) Prevented firm from developing new products/services	3%	232	1%
f) Caused firm to move some operations out of Washington	0%	33	0.2%

<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	70%	3779	23%
b) Reduced product or service quality	24%	1276	8%
c) Reduced production output or sales	68%	3645	22%
d) Prevented firm from expanding its facilities	6%	342	2%
e) Prevented firm from developing new products/services	3%	161	1%
f) Caused firm to move some operations out of Washington	0%	26	0.2%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	23%	1163	9%
b) Reduced product or service quality	56%	2860	22%
c) Reduced production output or sales	58%	2979	23%
d) Prevented firm from expanding its facilities	37%	1912	15%
e) Prevented firm from developing new products/services	40%	2046	16%
f) Caused firm to move some operations out of Washington	1%	31	0.2%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	58%	3415	21%
b) Reduced product or service quality	51%	2977	19%
c) Reduced production output or sales	42%	2444	15%
d) Prevented firm from expanding its facilities	28%	1620	10%
e) Prevented firm from developing new products/services	16%	922	6%
f) Caused firm to move some operations out of Washington	1%	40	0.3%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Lowered overall productivity	68%	3116	32%
b) Reduced product or service quality	61%	2796	29%
c) Reduced production output or sales	67%	3042	31%
d) Prevented firm from expanding its facilities	26%	1192	12%
e) Prevented firm from developing new products/services	31%	1427	15%

f) Caused firm to move some operations out of Washington	1%	57	0.6%
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Q9: Percentage of Employers Reporting Difficulty with Entry-level Workers Hired in the Last 6 Months Demonstrating the Following Skills: (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> <i>(Unweighted N=58)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	47%	377	6%
b) Listen actively	41%	327	5%
c) Read with understanding	35%	279	4%
d) Observe critically	37%	296	5%
e) Cooperate with others	33%	261	4%
f) Resolve conflict and negotiate	40%	323	5%
g) Use math to solve problems and communicate	35%	280	4%
h) Solve problems and make decisions	63%	501	8%
i) Take responsibility for learning	56%	449	7%
j) Use information and communications technology	34%	274	4%

<i>EASTERN</i> <i>(Unweighted N=100)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	27%	592	9%
b) Listen actively	55%	1208	18%
c) Read with understanding	52%	1129	17%
d) Observe critically	64%	1397	21%
e) Cooperate with others	57%	1251	19%
f) Resolve conflict and negotiate	54%	1171	17%
g) Use math to solve problems and communicate	51%	1122	17%
h) Solve problems and make decisions	64%	1392	21%
i) Take responsibility for learning	62%	1358	20%
j) Use information and communications technology	62%	1359	20%

<i>KING</i> <i>(Unweighted N=80)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	17%	2231	3%
b) Listen actively	48%	6442	9%
c) Read with understanding	16%	2100	3%
d) Observe critically	52%	6991	10%
e) Cooperate with others	56%	7599	11%
f) Resolve conflict and negotiate	58%	7763	11%
g) Use math to solve problems and communicate	20%	2678	4%
h) Solve problems and make decisions	73%	9919	14%
i) Take responsibility for learning	81%	10914	15%
j) Use information and communications technology	26%	3532	5%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	40%	1480	16%
b) Listen actively	54%	2020	21%
c) Read with understanding	46%	1706	18%
d) Observe critically	41%	1538	16%
e) Cooperate with others	53%	1962	21%
f) Resolve conflict and negotiate	57%	2108	22%
g) Use math to solve problems and communicate	51%	1899	20%
h) Solve problems and make decisions	76%	2804	30%
i) Take responsibility for learning	76%	2819	30%
j) Use information and communications technology	26%	963	10%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	4%	213	1%
b) Listen actively	43%	2076	13%
c) Read with understanding	29%	1386	9%
d) Observe critically	46%	2225	14%
e) Cooperate with others	36%	1743	11%
f) Resolve conflict and negotiate	47%	2277	15%
g) Use math to solve problems and communicate	42%	2011	13%
h) Solve problems and make decisions	48%	2296	15%
i) Take responsibility for learning	46%	2234	14%
j) Use information and communications technology	40%	1947	13%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	29%	1484	12%
b) Listen actively	37%	1900	15%
c) Read with understanding	31%	1616	13%
d) Observe critically	45%	2353	19%
e) Cooperate with others	22%	1158	9%
f) Resolve conflict and negotiate	22%	1144	9%
g) Use math to solve problems and communicate	39%	2032	16%
h) Solve problems and make decisions	52%	2675	21%
i) Take responsibility for learning	46%	2382	19%
j) Use information and communications technology	39%	2014	16%

<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	5%	195	1%
b) Listen actively	45%	1732	11%
c) Read with understanding	32%	1205	7%
d) Observe critically	53%	2036	12%
e) Cooperate with others	54%	2075	13%
f) Resolve conflict and negotiate	56%	2156	13%
g) Use math to solve problems and communicate	26%	988	6%
h) Solve problems and make decisions	55%	2084	13%
i) Take responsibility for learning	70%	2677	16%
j) Use information and communications technology	58%	2202	13%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	44%	2997	15%
b) Listen actively	34%	2356	12%
c) Read with understanding	55%	3784	19%
d) Observe critically	55%	3786	19%
e) Cooperate with others	35%	2377	12%
f) Resolve conflict and negotiate	35%	2402	12%
g) Use math to solve problems and communicate	44%	3043	15%
h) Solve problems and make decisions	43%	2979	15%
i) Take responsibility for learning	72%	4971	24%
j) Use information and communications technology	30%	2055	10%

<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	6%	316	2%
b) Listen actively	31%	1662	10%
c) Read with understanding	17%	917	6%
d) Observe critically	16%	885	5%
e) Cooperate with others	28%	1512	9%
f) Resolve conflict and negotiate	27%	1455	9%
g) Use math to solve problems and communicate	25%	1369	8%
h) Solve problems and make decisions	32%	1732	11%
i) Take responsibility for learning	30%	1621	10%
j) Use information and communications technology	24%	1289	8%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	42%	2143	16%
b) Listen actively	58%	2961	23%
c) Read with understanding	49%	2524	19%
d) Observe critically	57%	2883	22%
e) Cooperate with others	23%	1175	9%
f) Resolve conflict and negotiate	59%	2993	23%
g) Use math to solve problems and communicate	43%	2205	17%
h) Solve problems and make decisions	57%	2931	22%
i) Take responsibility for learning	54%	2775	21%
j) Use information and communications technology	50%	2552	19%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	19%	1098	7%
b) Listen actively	44%	2580	16%
c) Read with understanding	24%	1389	9%
d) Observe critically	28%	1624	10%
e) Cooperate with others	32%	1855	12%
f) Resolve conflict and negotiate	22%	1304	8%
g) Use math to solve problems and communicate	24%	1404	9%
h) Solve problems and make decisions	44%	2592	16%
i) Take responsibility for learning	53%	3072	19%
j) Use information and communications technology	37%	2158	14%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Among Employers with Difficulty Hiring Qualified Applicants		Among All Employers
a) Speaks so others can understand	31%	1437	15%
b) Listen actively	38%	1719	18%
c) Read with understanding	55%	2511	26%
d) Observe critically	53%	2410	25%
e) Cooperate with others	34%	1548	16%
f) Resolve conflict and negotiate	47%	2146	22%
g) Use math to solve problems and communicate	59%	2717	28%
h) Solve problems and make decisions	78%	3590	37%
i) Take responsibility for learning	80%	3667	38%
j) Use information and communications technology	41%	1895	19%

Q10 : How will your firm's need for employees with each type of education change in the next few years? (Unweighted N= number of respondents to the question)

<i>BENTON FRANKLIN</i> <i>(Unweighted N=58)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	3%	38%	3%	56%
High school diploma or GED	9%	53%	3%	35%
Some college course work	30%	33%	1%	36%
Vocational certificate	11%	25%	1%	62%
Vocational associate degree	5%	20%	0%	74%
Academic associate degree	21%	21%	1%	58%
Baccalaureate degree	9%	38%	0%	53%
Master's degree	3%	27%	0%	70%
Doctoral or professional degree	0%	22%	0%	78%

<i>EASTERN</i> <i>(Unweighted N=100)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	0%	34%	4%	62%
High school diploma or GED	15%	51%	3%	31%
Some college course work	23%	39%	0%	37%
Vocational certificate	14%	37%	3%	46%
Vocational associate degree	7%	30%	4%	60%
Academic associate degree	5%	40%	0%	54%
Baccalaureate degree	4%	36%	2%	58%
Master's degree	5%	18%	0%	76%
Doctoral or professional degree	1%	16%	2%	81%

<i>KING</i> <i>(Unweighted N=80)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	1%	44%	3%	52%
High school diploma or GED	5%	64%	5%	27%
Some college course work	13%	54%	6%	27%
Vocational certificate	16%	48%	0%	36%
Vocational associate degree	11%	45%	0%	44%
Academic associate degree	16%	39%	0%	45%
Baccalaureate degree	14%	41%	0%	45%
Master's degree	8%	28%	0%	64%
Doctoral or professional degree	0%	29%	0%	70%

<i>NORTH CENTRAL</i> <i>(Unweighted N=72)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	6%	49%	5%	40%
High school diploma or GED	24%	57%	2%	18%
Some college course work	19%	44%	2%	34%
Vocational certificate	7%	44%	1%	48%
Vocational associate degree	3%	27%	2%	69%
Academic associate degree	5%	26%	2%	67%
Baccalaureate degree	6%	22%	3%	69%
Master's degree	2%	22%	2%	74%
Doctoral or professional degree	0%	21%	2%	77%

<i>NORTHWEST</i> <i>(Unweighted N=81)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	2%	43%	3%	52%
High school diploma or GED	3%	56%	5%	36%
Some college course work	4%	53%	1%	42%
Vocational certificate	9%	47%	1%	44%
Vocational associate degree	14%	27%	1%	59%
Academic associate degree	5%	32%	1%	62%
Baccalaureate degree	11%	29%	1%	60%
Master's degree	6%	28%	1%	65%
Doctoral or professional degree	1%	15%	6%	79%

<i>OLYMPIC</i> <i>(Unweighted N=76)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	4%	29%	13%	55%
High school diploma or GED	19%	53%	4%	24%
Some college course work	14%	50%	1%	35%
Vocational certificate	14%	34%	1%	50%
Vocational associate degree	8%	36%	2%	54%
Academic associate degree	9%	35%	1%	55%
Baccalaureate degree	16%	26%	1%	58%
Master's degree	9%	24%	1%	66%
Doctoral or professional degree	2%	22%	1%	75%

<i>PACIFIC MT</i> <i>(Unweighted N=89)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	3%	47%	1%	50%
High school diploma or GED	6%	62%	6%	27%
Some college course work	25%	34%	5%	35%
Vocational certificate	15%	34%	7%	44%
Vocational associate degree	9%	30%	6%	55%
Academic associate degree	13%	31%	5%	51%
Baccalaureate degree	20%	23%	2%	55%
Master's degree	7%	30%	0%	62%
Doctoral or professional degree	3%	25%	0%	72%

<i>PIERCE</i> <i>(Unweighted N=82)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	1%	41%	5%	53%
High school diploma or GED	15%	54%	1%	30%
Some college course work	20%	32%	1%	47%
Vocational certificate	9%	19%	1%	71%
Vocational associate degree	7%	17%	0%	75%
Academic associate degree	7%	18%	1%	74%
Baccalaureate degree	26%	15%	1%	58%
Master's degree	5%	26%	1%	69%
Doctoral or professional degree	0%	13%	1%	85%

<i>SNOHOMISH</i> <i>(Unweighted N=81)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	1%	25%	4%	70%
High school diploma or GED	7%	43%	15%	35%
Some college course work	20%	25%	15%	39%
Vocational certificate	27%	26%	0%	47%
Vocational associate degree	6%	31%	1%	62%
Academic associate degree	11%	23%	3%	63%
Baccalaureate degree	10%	21%	1%	69%
Master's degree	3%	18%	0%	79%
Doctoral or professional degree	1%	13%	4%	82%

<i>SOUTHWEST</i> <i>(Unweighted N=79)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	2%	30%	4%	63%
High school diploma or GED	13%	65%	0%	22%
Some college course work	20%	51%	0%	28%
Vocational certificate	22%	41%	0%	37%
Vocational associate degree	7%	56%	0%	37%
Academic associate degree	7%	38%	0%	55%
Baccalaureate degree	22%	23%	0%	55%
Master's degree	3%	20%	1%	76%
Doctoral or professional degree	1%	10%	1%	87%

<i>SPOKANE</i> <i>(Unweighted N=108)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	3%	36%	6%	54%
High school diploma or GED	18%	46%	0%	35%
Some college course work	15%	54%	1%	30%
Vocational certificate	12%	45%	0%	42%
Vocational associate degree	9%	41%	1%	49%
Academic associate degree	6%	41%	0%	53%
Baccalaureate degree	3%	49%	4%	45%
Master's degree	4%	38%	2%	57%
Doctoral or professional degree	0%	28%	1%	71%

<i>TRI-COUNTY</i> <i>(Unweighted N=86)</i>	Increase	Stay about the same	Decrease	Not Needed
Neither a high school diploma or GED	3%	29%	17%	51%
High school diploma or GED	18%	46%	3%	32%
Some college course work	16%	46%	0%	38%
Vocational certificate	18%	31%	0%	51%
Vocational associate degree	13%	26%	1%	60%
Academic associate degree	12%	24%	5%	58%
Baccalaureate degree	12%	18%	0%	70%
Master's degree	7%	13%	2%	78%
Doctoral or professional degree	2%	12%	2%	84%

Q11: In the last three years, have the skills required to adequately perform production or support jobs increased, decreased, or remained the same? (percentage ammong all employers)

WDA	Increase	Stay Same	Decrease	Don't Know
BENTON FRANKLIN	31%	57%	7%	5%
EASTERN	39%	43%	1%	17%
KING	29%	62%	5%	4%
NORTH CENTRAL	51%	25%	2%	21%
NORTHWEST	35%	53%	1%	11%
OLYMPIC	26%	56%	4%	15%
PACIFIC MT	23%	62%	3%	12%
PIERCE	19%	62%	6%	13%
SNOHOMISH	50%	31%	0%	18%
SOUTHWEST	40%	51%	1%	8%
SPOKANE	36%	51%	1%	11%
TRI-COUNTY	53%	36%	0%	10%

Q14. Employers Estimates of the Percentage of Their Current Employees Who Need Further Formal Training in Colleges

Percent Workers Need Formal Classroom Training	CTC	4-Year Colleges
BENTON FRANKLIN	13%	3%
EASTERN	13%	6%
KING	5%	4%
NORTH CENTRAL	24%	5%
NORTHWEST	11%	7%
OLYMPIC	15%	5%
PACIFIC MT	17%	3%
PIERCE	14%	2%
SNOHOMISH	14%	3%
SOUTHWEST	11%	3%
SPOKANE	14%	6%
TRI-COUNTY	21%	5%
STATEWIDE	11%	4%

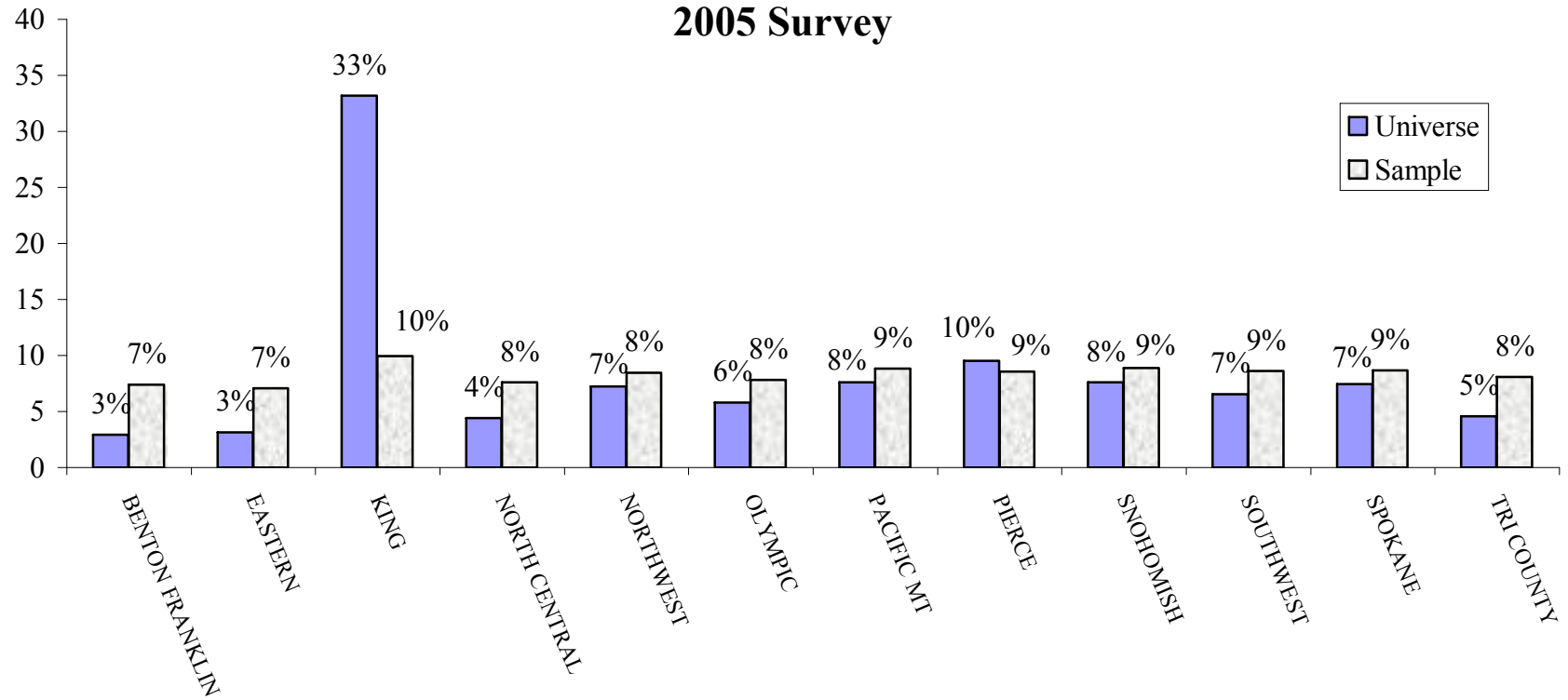
Q15. In the last three years, has the percentage of your employees who received classroom training, workshops, or seminars of some kind increased, decreased, or remained the same?

WDA	Increase		Stay Same		Decrease		Don't Know		All
BENTON FRANKLIN	28%	301	61%	658	0%	2	11%	123	1,084
EASTERN	38%	626	46%	760	6%	96	10%	161	1,643
KING	18%	3,044	73%	12,249	3%	498	6%	934	16,725
NORTH CENTRAL	50%	1,053	35%	726	1%	30	14%	285	2,094
NORTHWEST	26%	882	57%	1,917	5%	176	12%	400	3,375
OLYMPIC	31%	890	44%	1,272	4%	122	21%	621	2,905
PACIFIC MT	56%	1,946	41%	1,413	0%	6	2%	85	3,450
PIERCE	26%	927	66%	2,399	0%	18	7%	266	3,610
SNOHOMISH	40%	1,657	41%	1,707	16%	683	3%	137	4,184
SOUTHWEST	29%	721	63%	1,571	1%	23	7%	185	2,500
SPOKANE	29%	1,296	46%	2,085	6%	253	20%	883	4,517
TRI-COUNTY	36%	941	53%	1,363	7%	179	4%	113	2,596
STATEWIDE	29%	14,284	58%	28,120	4%	2,086	9%	4,193	48,683

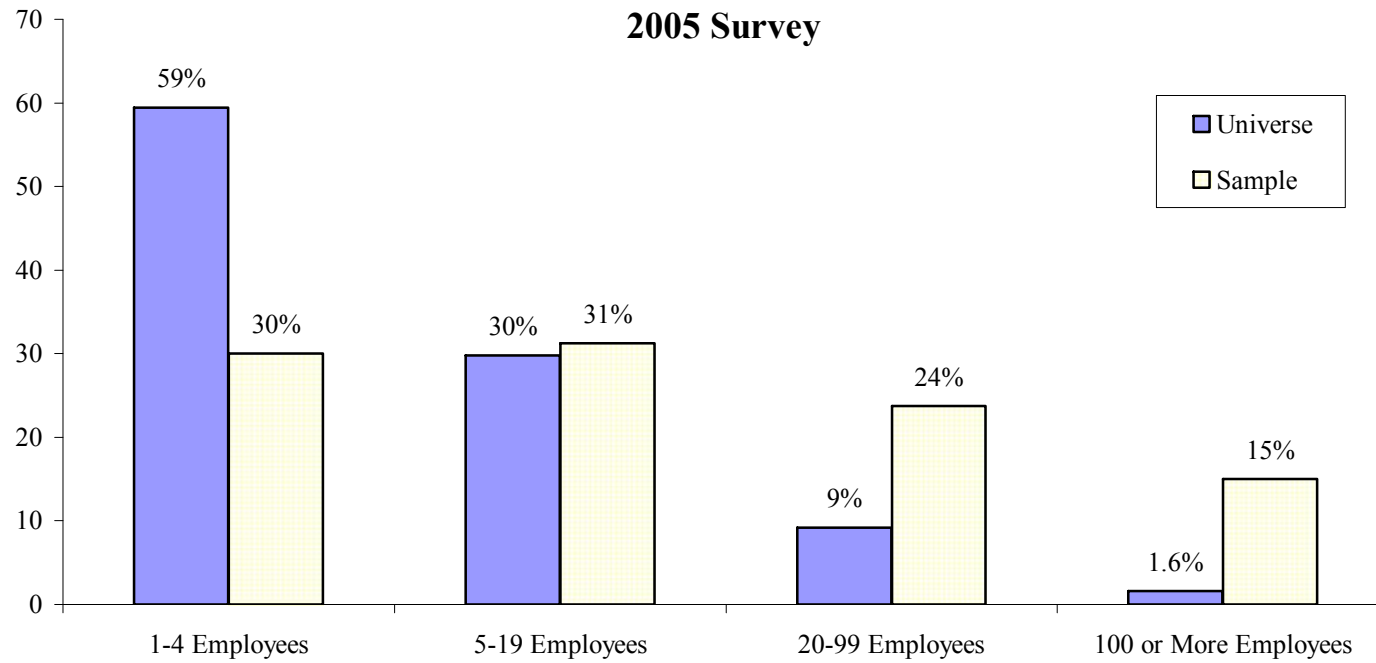
Percent of Employers That Provided Various Trainings for at Least Four Hours, or had a Tuition Reimbursement Program, or a Written Plan for On-The-Job Training, in the Last 12 Months

EMPLOYER PRACTICE IN JOB RELATED TRAININGS FOR EMPLOYEES	Classroom Training Provided/Pai d For Any Employee (Q12)	Classroom Training, Workshop, Seminar					On-the-Job Training In A Written Plan Or An Agreement (Q29)
		In Workplace Practices (Q21)	For Basic Skills (Q22)	In Job- Specific Skills (Q23)	For Any Employee (Q26)	Restricted To Job-Related Training Only (Q28)	
BENTON FRANKLIN	44%	29%	6%	36%	19%	38%	25%
EASTERN	42%	25%	6%	30%	9%	33%	37%
KING	45%	31%	9%	27%	20%	43%	24%
NORTH CENTRAL	35%	21%	5%	24%	8%	22%	27%
NORTHWEST	39%	26%	6%	30%	12%	39%	37%
OLYMPIC	33%	18%	7%	22%	10%	32%	19%
PACIFIC MT	42%	32%	7%	39%	20%	40%	35%
PIERCE	41%	33%	2%	35%	13%	34%	39%
SNOHOMISH	33%	23%	7%	30%	18%	31%	24%
SOUTHWEST	53%	38%	5%	43%	30%	51%	28%
SPOKANE	53%	27%	7%	38%	17%	31%	33%
TRI-COUNTY	62%	40%	11%	51%	22%	56%	39%

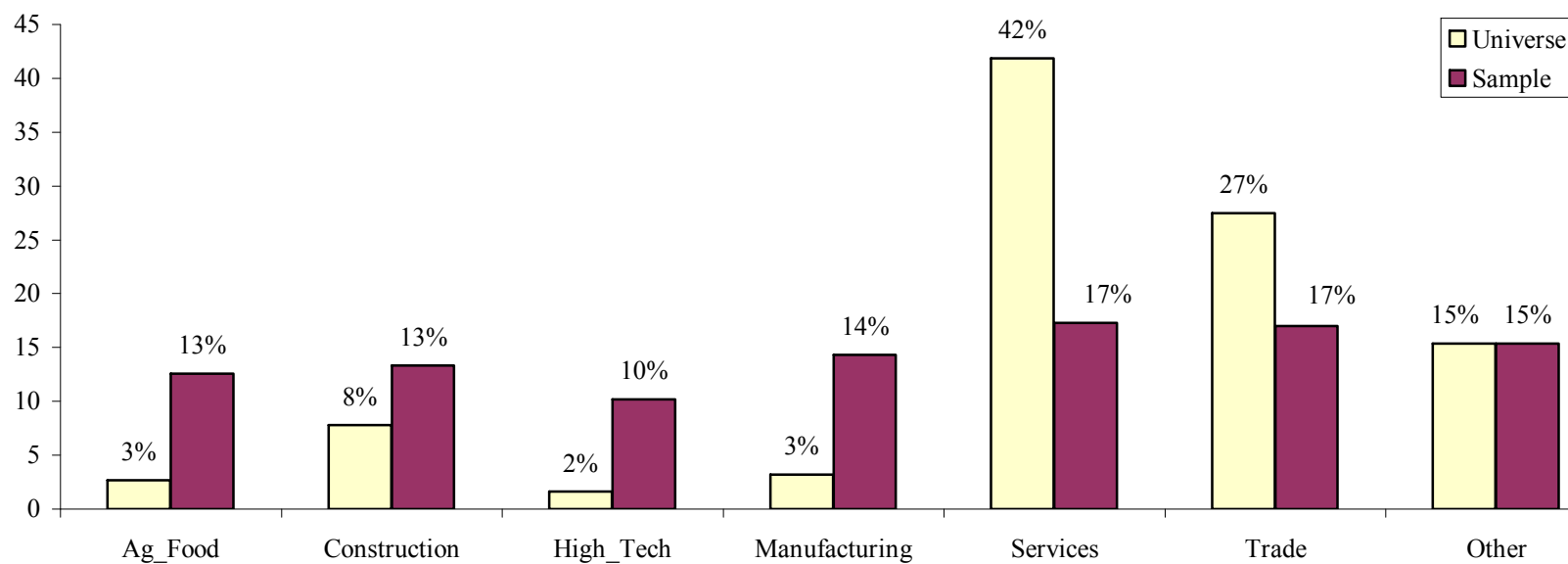
WDA Distribution of Sample and Universe 2005 Survey



**Employer Size Distribution of Sample and Universe
2005 Survey**



**Industry Distribution of Sample and Universe
2005 Survey**



Definition of Industry Sectors Used in the Survey

SIC	INDUSTRY NAME	MAJOR SUB GROUPS (at 2 Digit SIC)
01	Agriculture-Food	AGRICULTURAL PRODUCTION CROPS
02	Agriculture-Food	AGRICULTURAL PRODUCTION LIVESTOCK
07	Agriculture-Food	AGRICULTURAL SERVICES
08	Agriculture-Food	FORESTRY
09	Agriculture-Food	FISHING, HUNTING, AND TRAPPING
20	Agriculture-Food	FOOD AND KINDRED PRODUCTS
10	Construction	METAL MINING
12	Construction	COAL MINING
13	Construction	OIL AND GAS EXTRACTION
14	Construction	NONMETALLIC MINERALS, EXCEPT FUELS
16	Construction	HEAVY CONSTRUCTION, EX. BUILDING
17	Construction	SPECIAL TRADE CONTRACTORS
28	High-Tech	CHEMICALS AND ALLIED PRODUCTS
35	High-Tech	INDUSTRIAL MACHINERY AND EQUIPMENT
36	High-Tech	ELECTRONIC AND OTHER ELECTRIC EQUIPMENT
38	High-Tech	INSTRUMENTS AND RELATED PRODUCTS
48	High-Tech	COMMUNICATION
73	High-Tech	BUSINESS SERVICES
29	Manufacturing	PETROLEUM AND COAL PRODUCTS
30	Manufacturing	RUBBER AND MISC PLASTICS PRODUCTS
31	Manufacturing	LEATHER AND LEATHER PRODUCTS
32	Manufacturing	STONE, CLAY, AND GLASS PRODUCTS
33	Manufacturing	PRIMARY METAL INDUSTRIES
34	Manufacturing	FABRICATED METAL PRODUCTS
37	Manufacturing	TRANSPORTATION EQUIPMENT
39	Manufacturing	MISCELLANEOUS MANUFACTURING INDUSTRIES
41	Other	LOCAL AND INTERURBAN PASSENGER TRANSIT
42	Other	TRUCKING AND WAREHOUSING
44	Other	WATER TRANSPORTATION
45	Other	TRANSPORTATION BY AIR
46	Other	PIPELINES, EXCEPT NATURAL GAS
47	Other	TRANSPORTATION SERVICES
49	Other	ELECTRIC, GAS, AND SANITARY SERVICES
60	Other	DEPOSITORY INSTITUTIONS
61	Other	NONDEPOSITORY INSTITUTIONS
62	Other	SECURITY AND COMMODITY BROKERS
63	Other	INSURANCE CARRIERS
64	Other	INSURANCE AGENTS, BROKERS, AND SERVICE
65	Other	REAL ESTATE
67	Other	HOLDING AND OTHER INVESTMENT OFFICES
70	Services	HOTELS AND OTHER LODGING PLACES

72	Services	PERSONAL SERVICES
73	Services	BUSINESS SERVICES
75	Services	AUTO REPAIR SERVICES AND PARKING
76	Services	MISCELLANEOUS REPAIR SERVICES
78	Services	MOTION PICTURES
79	Services	AMUSEMENT AND RECREATION SERVICES
80	Services	HEALTH SERVICES
81	Services	LEGAL SERVICES
82	Services	EDUCATIONAL SERVICES
83	Services	SOCIAL SERVICES
84	Services	MUSEUMS, BOTANICAL, ZOOLOGICAL GARDENS
86	Services	MEMBERSHIP ORGANIZATIONS
87	Services	ENGINEERING AND MANAGEMENT SERVICES
89	Services	SERVICES, NEC
50	Trade	WHOLESALE TRADE DURABLE GOODS
51	Trade	WHOLESALE TRADE NONDURABLE GOODS
52	Trade	BUILDING MATERIALS AND GARDEN SUPPLIES
53	Trade	GENERAL MERCHANDISE STORES
54	Trade	FOOD STORES
55	Trade	AUTO DEALERS AND SERVICE STATIONS
56	Trade	APPAREL AND ACCESSORY STORES
57	Trade	FURNITURE AND HOMEFURNISHING STORES
58	Trade	EATING AND DRINKING PLACES
59	Trade	MISCELLANEOUS RETAIL

Note: Boeing was grouped in Manufacturing rather than Hi-tech.

Q1. Percent of Firms That Hired New Employees in the Last 12 Months (All Firms)

INDUSTRIES	Employers Hired Someone Last 12 months		Employers Looking to Hire Someone Last 12 months	
Ag-Food	59%	3,412	61%	3,544
Construction	55%	8,619	62%	9,581
High-Tech	52%	1,812	70%	2,447
Manufacturing	63%	4,265	64%	4,373
Services	49%	44,458	51%	45,565
Trade	77%	45,402	79%	46,346
F.I.R.E. Trans. Wrhs. Utl. Gov.	68%	22,522	69%	22,616
All Industries	61%	130,490	63%	134,472

Q3: In the last 12 months, did your firm/organization have any difficulty finding qualified applicants for any of the jobs you were trying to fill?

INDUSTRIES	Percentage Among Employers Attempting to Hire	Number of Employers with Difficulty	Percentage Among all Employers	Total Number of Employers
Ag-Food	67%	2,384	41%	5,779
Construction	71%	6,747	44%	15,438
High-Tech	56%	1,379	39%	3,513
Manufacturing	55%	2,397	35%	6,807
Services	53%	23,991	27%	89,962
Trade	42%	19,495	33%	58,978
F.I.R.E. Trans. Wrhs. Utl. Gov.	56%	12,632	38%	32,998
All Industries	51%	69,025	32%	213,475

Q4: How did your firm/organization respond to the difficulty finding qualified applicants?

INDUSTRIES	EMPLOYERS	Did not fill the opening	Hired a less qualified	Outsourced the work / service	Increased overtime for employees	Increased recruiting efforts	Increased wages to attract applicants
Ag-Food	AMONG EMPLOYERS WITH DIFFICULTY	38%	67%	12%	60%	58%	26%
	AMONG ALL EMPLOYERS	14%	24%	4%	22%	21%	9%
Construction	AMONG EMPLOYERS WITH DIFFICULTY	52%	86%	28%	54%	59%	54%
	AMONG ALL EMPLOYERS	12%	18%	6%	14%	15%	8%
High-Tech	AMONG EMPLOYERS WITH DIFFICULTY	46%	55%	44%	56%	59%	38%
	AMONG ALL EMPLOYERS	8%	10%	8%	10%	10%	7%
Manufacturing	AMONG EMPLOYERS WITH DIFFICULTY	31%	57%	22%	65%	50%	20%
	AMONG ALL EMPLOYERS	8%	15%	6%	17%	13%	5%
Services	AMONG EMPLOYERS WITH DIFFICULTY	31%	59%	17%	46%	43%	24%
	AMONG ALL EMPLOYERS	8%	15%	4%	12%	11%	6%
Trade	AMONG EMPLOYERS WITH DIFFICULTY	44%	50%	15%	46%	48%	24%
	AMONG ALL EMPLOYERS	13%	15%	4%	13%	14%	7%
F.I.R.E. Trans. Wrhs. Utl. Gov.	AMONG EMPLOYERS WITH DIFFICULTY	47%	74%	31%	51%	71%	33%
	AMONG ALL EMPLOYERS	16%	25%	10%	17%	24%	11%
All Industries	AMONG EMPLOYERS WITH DIFFICULTY	40%	62%	20%	48%	52%	28%
	AMONG ALL EMPLOYERS	12%	18%	6%	14%	15%	8%

Q6: In general, how much difficulty has your firm/organization experienced in the last 12 months finding qualified applicants with the different education levels listed below?

ALL EMPLOYERS IN THE INDUSTRY	Ag-Food	Constru ction	High- Tech	Manufac turing	Services	Trade	Trans. Wrhs. Utl. Gov.	All Industries
Q6a. Percent Having Difficulty Finding Applicants Without High School /GED Diploma	7%	2%	2%	3%	3%	2%	1%	2%
Q6b. Percent Having Difficulty Finding Applicants With High School/GED Diploma	9%	5%	6%	7%	9%	4%	4%	7%
Q6c. Percent Having Difficulty Finding Applicants With Some College Coursework, No Degree	9%	15%	8%	5%	6%	8%	15%	9%
Q6d. Percent Having Difficulty Finding Applicants With Vocational Certificate	13%	19%	16%	15%	8%	3%	17%	9%
Q6e. Percent Having Difficulty Finding Applicants With Vocational Associate Degree	11%	18%	15%	11%	8%	2%	14%	9%
Q6f. Percent Having Difficulty Finding Applicants With Academic Associate Degree	7%	12%	8%	6%	3%	5%	8%	5%
Q6g. Percent Having Difficulty Finding Applicants With BA/BS Degree	2%	14%	14%	7%	4%	7%	8%	5%
Q6h. Percent Having Difficulty Finding Applicants With Master Degree	1%	5%	5%	2%	4%	4%	6%	3%
Q6i. Percent Having Difficulty Finding Applicants With PhD/Professional Degree	2%	1%	3%	1%	2%	1%	4%	2%

Q7: How much difficulty has your firm/organization had finding employees with the following skills? (percentage among all employers)

Type of Skills	Ag-Food	Construc tion	High- Tech	Manufac turing	Services	Trade	F.I.R.E. Trans. Wrhs. Utl. Gov.	All Industries
Reading Skills	14%	7%	6%	6%	6%	3%	14%	7%
Writing Skills	17%	8%	10%	8%	9%	14%	18%	12%
Math Skills	20%	15%	7%	12%	11%	12%	13%	12%
Job-Specific Skills	29%	33%	15%	19%	17%	23%	29%	22%
Computer Skills	16%	11%	11%	6%	10%	12%	20%	12%
Team Work Skills	22%	20%	11%	10%	17%	19%	21%	18%
Problem-Solving Skills	28%	26%	13%	14%	18%	21%	23%	21%
Communication Skills	27%	24%	13%	14%	19%	16%	23%	19%
Good Work Habits	29%	32%	12%	16%	16%	23%	18%	20%
Ability to Accept Supervision	28%	21%	9%	12%	14%	15%	15%	16%
Ability to Adapt to Changes	25%	18%	11%	10%	15%	15%	21%	16%
English as a Second Language Skills	12%	3%	4%	8%	2%	3%	14%	5%

Q8: Which of the following has resulted from your firm's difficulty in finding qualified applicants?

Q8a. Lowered overall productivity

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	1517	73%	26%
Construction	4795	82%	30%
High-Tech	388	63%	11%
Manufacturing	1001	56%	15%
Services	9485	41%	11%
Trade	12151	72%	21%
F.I.R.E. Trans. Wrhs. Utl. Gov.	5562	50%	17%
All Industries	34899	57%	16%

Q8b. Reduced product or service quality

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	1172	57%	20%
Construction	3190	55%	20%
High-Tech	289	47%	9%
Manufacturing	429	24%	6%
Services	12973	56%	14%
Trade	8678	51%	15%
F.I.R.E. Trans. Wrhs. Utl. Gov.	4250	38%	13%
All Industries	30981	50%	14%

Q8c. Reduced production output or sales

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	1392	67%	24%
High-Tech	431	70%	13%
Manufacturing	1052	59%	15%
Services	12759	55%	14%
Trade	10058	59%	17%
F.I.R.E. Trans. Wrhs. Utl. Gov.	5790	52%	18%
All Industries	35281	57%	17%

Q8d. Prevented firm from expanding its facilities

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	826	40%	14%
Construction	2726	47%	17%
High-Tech	319	52%	9%
Manufacturing	277	15%	4%
Services	6301	27%	7%
Trade	2338	14%	4%
F.I.R.E. Trans. Wrhs. Utl. Gov.	4156	37%	13%
All Industries	16943	27%	8%

Q8e. Prevented firm from developing new products/services

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	766	37%	13%
Construction	1169	20%	7%
High-Tech	323	53%	10%
Manufacturing	310	17%	5%
Services	5417	23%	6%
Trade	1485	9%	3%
F.I.R.E. Trans. Wrhs. Utl. Gov.	3223	29%	10%
All Industries	12693	21%	6%

Q8f. Caused firm to move some operations out of Washington

INDUSTRY	Number of Employers	Percentage of Employers Among Those With Difficulty	Percentage Among All Employers
Ag-Food	15	1%	0%
Construction	88	2%	1%
High-Tech	169	28%	5%
Manufacturing	75	4%	1%
Services	160	1%	0%
Trade	78	0%	0%
F.I.R.E. Trans. Wrhs. Utl. Gov.	3	0%	0%
All Industries	588	1%	0%

Q9: Firms/organizations may experience difficulty with entry-level workers hired in the last 6 months. How much difficulty has your firm/organization experienced with entry-level workers demonstrating the following skills? (percentage among all employers)

Typ of Skills	Ag-Food	Constru ction	High- Tech	Manufac turing	Services	Trade	F.I.R.E. Trans. Wrhs. Utl. Gov.	All Industries
Speaks so others can understand	16%	11%	5%	6%	9%	2%	7%	7%
Listen actively	23%	16%	7%	13%	10%	11%	18%	13%
Read with understanding	17%	13%	7%	8%	12%	5%	11%	10%
Observe critically	16%	12%	8%	10%	15%	13%	12%	13%
Cooperate with others	21%	14%	6%	10%	9%	12%	16%	12%
Resolve conflict and negotiate	20%	16%	6%	8%	11%	12%	16%	13%
Use math to solve problems and	16%	18%	4%	13%	12%	7%	8%	10%
Solve problems and make decisions	25%	23%	9%	14%	16%	14%	20%	17%
Take responsibility for learning	29%	20%	9%	13%	20%	14%	22%	18%
Use information and communications	20%	15%	6%	7%	9%	10%	12%	10%

Question 10 : How will your firm's need for employees with each type of education change in the next few years? (percentage among all employers)

Q10a. Employees without high school /GED diploma

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	3%	48%	6%	43%
Construction	3%	39%	2%	56%
High_Tech	4%	23%	3%	70%
Manufacturing	5%	33%	5%	57%
Services	1%	49%	4%	47%
Trade	2%	33%	3%	61%
F.I.R.E. Trans. Wrhs. Utl. Gov.	4%	24%	12%	61%
All Industries	2%	39%	5%	54%

Q10b. Employees with high school /GED diploma

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	12%	52%	3%	33%
Construction	16%	53%	1%	30%
High_Tech	11%	37%	19%	33%
Manufacturing	18%	49%	3%	30%
Services	12%	56%	0%	32%
Trade	5%	64%	8%	22%
F.I.R.E. Trans. Wrhs. Utl. Gov.	9%	53%	9%	30%
All Industries	10%	57%	4%	29%

Q10c. Employees with some college coursework, no degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	10%	46%	2%	42%
Construction	18%	42%	1%	39%
High_Tech	26%	56%	1%	17%
Manufacturing	15%	37%	3%	45%
Services	10%	47%	0%	42%
Trade	23%	46%	10%	20%
F.I.R.E. Trans. Wrhs. Utl. Gov.	19%	44%	6%	31%
All Industries	16%	46%	4%	34%

Q10d. Employees with vocational certificate

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	20%	25%	2%	53%
Construction	23%	29%	1%	47%
High_Tech	29%	52%	1%	17%
Manufacturing	19%	29%	2%	50%
Services	6%	36%	0%	58%
Trade	19%	48%	2%	32%
F.I.R.E. Trans. Wrhs. Utl. Gov.	26%	40%	2%	33%
All Industries	15%	39%	1%	45%

Q10e. Employees with vocational Associate degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	15%	25%	1%	59%
Construction	16%	28%	1%	55%
High_Tech	25%	40%	1%	34%
Manufacturing	9%	29%	4%	58%
Services	2%	33%	0%	65%
Trade	12%	42%	2%	44%
F.I.R.E. Trans. Wrhs. Utl. Gov.	16%	39%	2%	43%
All Industries	9%	36%	1%	54%

Q10f. Employees with academic Associate degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	9%	22%	7%	62%
Construction	13%	21%	1%	65%
High_Tech	30%	43%	0%	27%
Manufacturing	7%	30%	4%	59%
Services	2%	29%	1%	68%
Trade	21%	40%	2%	37%
F.I.R.E. Trans. Wrhs. Utl. Gov.	15%	37%	1%	47%
All Industries	11%	33%	1%	55%

Q10g. Employees with BA/BS degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	8%	18%	1%	73%
Construction	13%	21%	1%	65%
High_Tech	28%	35%	1%	36%
Manufacturing	6%	25%	6%	63%
Services	9%	23%	0%	68%
Trade	17%	46%	1%	36%
F.I.R.E. Trans. Wrhs. Utl. Gov.	22%	36%	1%	41%
All Industries	14%	31%	1%	54%

Q10h. Employees with Master degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	2%	17%	1%	80%
Construction	2%	23%	2%	74%
High_Tech	9%	21%	1%	69%
Manufacturing	3%	14%	5%	78%
Services	1%	24%	0%	74%
Trade	7%	33%	0%	60%
F.I.R.E. Trans. Wrhs. Utl. Gov.	20%	25%	1%	54%
All Industries	6%	26%	1%	67%

Q10i. Employees with PhD/Professional degree

Industries	Increase	Stay Same	Decrease	Not Needed
Ag_Food	4%	12%	1%	82%
Construction	0%	21%	2%	77%
High_Tech	2%	17%	3%	79%
Manufacturing	0%	13%	5%	83%
Services	0%	18%	1%	82%
Trade	0%	31%	1%	67%
F.I.R.E. Trans. Wrhs. Utl. Gov.	4%	21%	1%	73%
All Industries	1%	22%	1%	76%

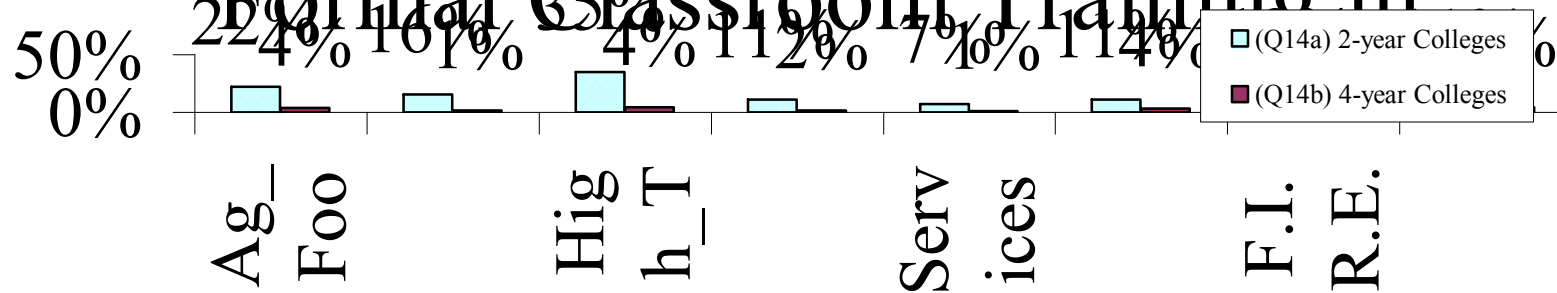
Q11: In the last three years, have the skills required to adequately perform production or support jobs increased, decreased, or remained the same?

INDUSTRY	Increase	Stay Same	Decrease	Don't Know
Ag-Food	33%	59%	1%	7%
Construction	32%	54%	2%	12%
High-Tech	54%	29%	1%	16%
Manufacturing	29%	50%	5%	16%
Services	18%	67%	1%	13%
Trade	49%	38%	7%	6%
F.I.R.E. Trans. Wrhs. Utl. Gov.	44%	46%	3%	7%
All Industries	33%	54%	3%	10%

Percent of Employers That Provided Various Training for at Least Four Hours, or had a Tuition Reimbursement Program, or a Written Plan for On-the-Job Training, in the Last 12 Months (percentage among all employers)

INDUSTRY PRACTICE IN JOB RELATED TRAININGS FOR EMPLOYEES	Classroom Training, Workshop, Seminar				Tuition Reimbursement		On-the-Job Training in a Written Plan or an Agreement (Q29)
	for Any Type of Classroom Training (Q12)	in Work- Place Practices (Q21)	for Basic Skills (Q22)	in Job Specific Skills (Q23)	for Any Employee (Q26)	Restricted to Job-Related Training Only (Q28)	
Ag-Food	35%	24%	5%	32%	14%	33%	16%
Construction	40%	27%	2%	31%	16%	31%	14%
High-Tech	45%	17%	10%	44%	27%	41%	16%
Manufacturing	32%	21%	4%	22%	11%	18%	12%
Services	22%	16%	5%	20%	14%	21%	9%
Trade	73%	48%	15%	66%	35%	70%	40%
F.I.R.E. Trans. Wrhs. Utl. Gov.	57%	38%	11%	46%	28%	44%	26%
All Industries	44%	29%	8%	38%	22%	40%	20%

Employers Estimates of the Percentage of Current Employees Who Need Further Formal Classroom Training in



Q15: In the last three years, has the percentage of your employees who received classroom training, workshops, or seminars of some kind increased, decreased, or remained the same?

INDUSTRY	Increase	Stay Same	Decrease	Don't Know
Ag-Food	34%	55%	2%	9%
Construction	40%	44%	1%	15%
High-Tech	28%	67%	1%	4%
Manufacturing	25%	62%	6%	7%
Services	22%	67%	2%	9%
Trade	30%	58%	5%	8%
F.I.R.E. Trans. Wrhs. Utl. Gov.	34%	49%	8%	9%
All Industries	29%	58%	4%	9%